
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written examination for the **Human Rights Investigator I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. INTERPERSONAL SKILLS**(10 Questions)**

Employees in this job not only represent the agency for which they work, but state employees in general. As a state employee, it is important to be courteous and helpful at all times. Employees must be able to maintain satisfactory working relationships with the public, coworkers and supervisory staff in a tactful manner to resolve charges of discrimination. This involves the ability to convey necessary information in a diplomatic manner under difficult situations. The questions in this exam section test your skill in managing situations by maintaining a proper working relationship with both the public and staff members. Test question topics include:

- Methods used to promote a favorable impression of the agency and state employees among the general public;
- Methods of handling individuals who are upset or hostile;
- Effectively responding to questions posed by the public;
- Effectively relating to difficult individuals encountered on the job;
- Interviewing techniques.

II. READING COMPREHENSION SKILLS**(14 Questions)**

A critical component of the Human Rights Investigator I job involves reading, comprehending and interpreting information from the Human Rights Act, pertinent legislation, departmental rules and regulations, and research materials. This section of the exam tests your ability to read and comprehend various written material by presenting passages or tables to read and asking questions that require the interpretation of the information presented. The information you will be reading includes the Human Rights Act.

III. CASELOAD MANAGEMENT SKILLS**(14 Questions)**

Organization and time management are critical to the Human Rights Investigator I job. The successful investigator researches, conciliates, settle and dismisses charges filed in conformity with the Human Rights Act in a timely and effective manner. This test section assesses your ability manage work assignments. Test question topic includes interpretation and application of information presented in various passages.

- - OVER - -

IV. WRITTEN COMMUNICATION SKILLS

(10 Questions)

This exam section tests your knowledge of the methods and techniques used to write narrative and legal reports. An employee must also have the ability to use correct grammar in speech and in writing in order to obtain information and to present information in a clear and accurate manner. This exam section tests your ability to use effective written communication. Test question topics include:

- Identifying correctly or incorrectly spelled words from a group of words;
- Determining the sentence that represents the most effective use of English from a group of four sentences;
- Use of appropriate punctuation in business correspondence (e.g. periods; commas; semi-colons; colons; hyphens; etc.);
- Use of proper business English (e.g., sentence structure; grammar; syntax; etc.)

V. ANALYTICAL PROBLEM SOLVING SKILLS

(14 Questions)

Analytical problem solving skill is essential to successful job performance as a Human Rights Investigator. Persons employed in these positions must have the ability to form logical, fact-based opinions, draw conclusion and impartially judge the merits of charges based on evidence presented by the involved parties. Test question topics include:

- General reasoning ability based on logic;
- Reasoning ability based on supplied data.