
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the Industrial Commission Technician job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. Written Instructions (14 Questions)

Employees in this job assist workers and employers in the completion of paperwork related to complaints filed under the Workers' Compensation Act and the Occupational Diseases Act. Employees must be able to follow protocols established by the Illinois Industrial Commission to ensure that they provide accurate information to workers and employers regarding processing of complaints. You are tested on your ability to:

- Read and comprehend written instructions;
- Follow written directions;
- Accurately interpret and disseminate information.

II. English Usage (10 Questions)

Employees in this job communicate with members of the public both in person and through correspondence. Employees must use proper English, when speaking and in writing, to ensure that the information they provide is easily understood. Test question topics include:

- Identifying effective communications techniques;
- Proper use of grammar, spelling and punctuation commonly encountered in office communications;
- Appropriate use of English, i.e., proper syntax and sentence structure.

III. Interpersonal Skills (18 Questions)

Employees in this job regularly interact with the public and are expected to be polite and helpful when providing assistance. Employees must establish and maintain positive relationships with coworkers to ensure a pleasant and productive work environment. Exam question topics include:

- Establishing effective relationships with coworkers and the general public;
- Resolving misunderstandings and handling complaints;
- Proper phone etiquette;
- Establishing effective relationships with supervisors and management.

IV. Interviewing Techniques

(10 Questions)

Employees in this job respond to inquiries from the public regarding the Workers' Compensation Act and Occupational Diseases Act. Employees in this job must be able to obtain essential information from workers and employers seeking help in order to accurately respond to inquiries.

Topics to be tested include:

- Interviewing techniques used to extract pertinent information;
- Interviewing communication skills;
- Managing difficult situations encountered during interview sessions.