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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the written (multiple-choice) examination for the **Laboratory Assistant** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. NUMERIC FILING (12 Questions)**

Employees in this job assign catalog numbers to samples according to an established numeric classification system. Employees must be able to accurately file and retrieve samples according to their catalog number. This exam section test your ability to accurately organize numbers as instructed. Test question topics include filing documents that include:

- Numbers with decimals;
- Hyphenated numbers;
- Whole numbers;
- Serial numbers.

**II. MATH (12 Questions)**

It is critical that employees in this job be skilled in making accurate mathematical computations. Employees use math extensively to conduct sample analysis in order to determine solute to solvent ratios, weigh samples, convert measurements, etc. The questions in this section of the exam test your ability to perform basic math computations necessary to conduct sample analysis. The following math skills are assessed on the exam:

- Addition;
- Subtraction;
- Multiplication;
- Fractions and decimals;
- Percentage computation;
- Metric conversion.

**III. WRITTEN INSTRUCTIONS (12 Questions)**

Employees in this job must follow directions exactly as instructed when conducting sample analysis. The ability to understand and follow directions is critical to ensuring reliable sample analysis results. The questions in this section of the exam test your ability to read, comprehend and follow instructions. The written instructions passages included in this test section refer to:

- Cleaning product labels;
- Solution preparation instructions;
- Laboratory procedures;
- Insecticide labels.

#### **IV. COMPUTER SKILLS**

**(10 Questions)**

Employees in this job must have a basic understanding of personal computers. Database software is used to store and retrieve laboratory data. Statistical applications are used to analyze laboratory data. Word processing, spreadsheet and electronic mail applications are also used by employees to conduct various laboratory tasks. The questions in this section of the exam test your knowledge of computer terminology, hardware, software and concepts needed to conduct these and other laboratory job tasks. Test question topics include:

- Components of the typical personal computer;
- Use of hardware components;
- Keyboard commands;
- File management;
- Computer errors;
- Computer safety and security.

#### **V. INTERPERSONAL SKILLS**

**(12 Questions)**

Employees in this job must be able to accept constructive criticism from supervisors to help them improve their job performance. Employees must also be able to establish positive and productive working relationships with their coworkers. The questions in this section of the exam test your ability to choose the appropriate response to interpersonal situations commonly encountered in the workplace. Test question topics include:

- Techniques used to enhance working relations with other staff;
- Correcting mistakes made in job task performance;
- Introduction of new work procedures;
- Handling questions and requests from your supervisor;
- Work schedules;
- Dealing with people who are upset.