TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Licensing Assistant** 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 COMMUNICATION (12 Questions)

Courteous and respectful communication among employees promotes productivity and a pleasant work environment. Thus, employees in this job must be able to interact in a positive and constructive manner with other employees. Test question topics include:

- Public interaction techniques;
- Establishing effective working relationships with co-workers;
- Subordinate - supervisor relations.

II. TELEPHONE ETIQUETTE (20 Questions)

Employees in this job receive calls from the public on various licensing matters. As such, employees must be courteous and helpful when responding to questions from the public. Employees must use telephone etiquette when answering inquiries to promote a positive image of the state agency and employees. Test question topics include:

- Effectively responding to hostile calls from the public;
- Responding to various requests from the public;
- Telephone call management (transferring calls; placing calls on hold; etc.);
- Managing multi-line telephones;
- Proper etiquette regarding incoming business calls.

III. FILE MANAGEMENT (10 Questions)

Employees in this job file and retrieve documents such as complaints, correspondence, inspection reports, inquiries, etc. Employees must be able to accurately file documents so that information can be quickly retrieved when needed. Employees must be aware of various file organization methods as well as the benefits of well-organized filing systems. Test question topics include:

- Using various filing methods (i.e., alphabetical, chronological, topical) and systems (i.e., indexing, cross-referencing, check-out systems);
- Making proper corrections or changes to records;
- Assessing the accuracy of filing methods/systems;
- Protecting record confidentiality;
- Methods used to locate documents which are inaccurately filed.

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IV. OFFICE TECHNOLOGY (12 Questions)

Employees must have a basic understanding of personal computers and software applications to be successful in this job. Employees must also be familiar with office equipment such as fax machines, multi-line phones and photocopiers. Test question topics include:

- Using personal computer hardware and peripherals (i.e., printer; mouse; monitor; keyboard; etc.);
- Using database software applications and terminology;
- Using electronic mail applications and terminology;
- Locating saved computer files;
- Safely powering down personal computers;
- Saving computer data and creating/using back-up files;
- Using computer diskettes and other computer storage media;
- Using speakerphones and setting up conference calls among various parties;
- Using fax machines and photocopiers.