
TEST INFORMATION GUIDE

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

I. ENGLISH USAGE**(20 Questions)**

Employees in this job are often required to draft various documents including memos, reports, business correspondence, etc. Therefore, it is necessary that employees convey information in a clear, concise and grammatically correct manner. This section tests your knowledge of proper English usage, i.e. punctuation; spelling; sentence structure; etc. Test question topics include:

- Identifying correctly spelled words from a group of correctly or incorrectly spelled words;
- Reviewing sentences to determine the appropriate use of punctuation;
- Determining which sentence from a group of four represents the most effective use of business English.

II. MATH**(16 Questions)**

Employees in this job perform tasks which require a basic understanding of mathematical principles (i.e. proofreading fiscal reports; tallying purchases and orders; etc.). This section assesses your knowledge of basic math and numeric reasoning. Test question topics include:

- Basic mathematical computations (addition; subtraction; division; multiplication; percentages; etc.);
- Applying mathematical principles to typical office situations.

III. RECORDS MANAGEMENT**(16 Questions)**

Employees in this job often file important documents such as agency complaint letters, tax forms, applications, grievances, etc. Various filing methods are often applied depending upon the type of document or material in order to facilitate the easy retrieval of information. This section tests your knowledge of commonly understood records management techniques. Test question topics include:

- Determining where a particular name should be filed alphabetically within a group of similar names;
- Commonly accepted filing and record keeping practices;
- Processing and handling confidential records;
- Chronological filing techniques;
- Cross referencing of files.

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IV. WRITTEN INSTRUCTIONS

(10 Questions)

Employees in this job are often provided with written instructions to be used to accomplish job tasks. In order to accurately and efficiently complete these assigned tasks, an employee must be able to read and comprehend written instructions. This section tests your ability to read and apply written instructions at a level typically encountered on the job. Examples of instructional passages in this section include:

- College room assignments, class registration and dinner schedule instructions;
- Vehicle information and instructions for entering data into required forms;
- File account information with instructions to create records.