
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Office Coordinator / Office Specialist / Office Administrative Specialist (Option 1: General / Option 2: Typing / Option 3: Dictation)** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. OFFICE PRACTICES AND PROCEDURES (12 Questions)

Employees in this job must manage the flow of work within a modern business office using appropriate business etiquette. Employees perform paraprofessional or technical secretarial and office support functions. Test questions are designed to assess your ability to:

- Properly handle confidential information;
- Prioritize work of office staff;
- Efficiently schedule appointments for office staff;
- Prepare and prioritize assigned reports;
- Design office procedures and protocol.

II. PUBLIC CONTACT (12 Questions)

Employees in this job are in daily contact with the public either through the telephone or in face-to-face contact. This exam section assesses your ability to effectively interact with the public in a modern business office situation. Exam question topics include:

- Methods one can use to promote a favorable impression of the agency and state employees among the general public;
- Techniques used to successfully manage situations involving dissatisfied persons;
- Techniques to respond to complaints in a considerate and courteous manner;
- Methods one can use to persuade the public to comply with government regulations.

III. RECORDS MANAGEMENT (12 Questions)

A major responsibility of employees in this job entails the establishment and maintenance of comprehensive office record systems to facilitate the storage and retrieval of information. Test questions from this section of the exam assess your ability to:

- Design efficient and accurate forms and filing systems;
- Techniques used to research and verify files and records;
- Understand and use appropriate records management terms.

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IV. LEAD WORKER TECHNIQUES

(12 Questions)

Employees in this job are often responsible for the daily monitoring of the work of subordinate staff. This responsibility usually entails assigning and monitoring assignments as well as training both experienced and new workers in the office. This section of the exam tests your knowledge of lead worker techniques commonly used in an office setting. Test questions involve reading a passage describing a typical situation you would encounter and asking you to choose the most appropriate course of action. Topics covered include:

- Work scheduling;
- Introducing new work procedures;
- Changes in work assignment due to absenteeism;
- Reviewing work performance;
- Demonstrating work techniques;
- Resolving conflicts among workers.