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**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 4: Computer Systems)** 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. Office Automation & Technology (24 Questions)**

A major part of this job includes performing specialized computer application functions and lending expertise with respect to office automation systems and software. This section of the exam tests your knowledge of basic personal computer and software concepts. The subject matter covered in this section is not specific to any particular software packages or hardware configurations but covers commonly accepted practices. Test question topics include:

- Use of spreadsheet software;
- Use of database management software;
- Identifying and correcting minor computer problems;
- Personal computer concepts and terminologies;
- Basic Internet concepts, data security and integrity.

**II. Word Processing (14 Questions)**

Employees in this job are responsible for performing advanced word processing functions. They serve as technical coordinators in the development, maintenance and troubleshooting of word processing application programs or problems. The subject matter is **not** specific to any particular word processing software package but covers commonly accepted word processing practices. Test question topics include:

- Word processing features;
- Document revision techniques;
- Common word processing commands.

**III. Records Management (12 Questions)**

Employees in this job must establish and maintain comprehensive office record systems to facilitate the storage and retrieval of information. This section of the exam tests your knowledge of various record management practices. Test question topics include:

- Methods of file management;
- Form design and evaluations of record form effectiveness;
- Report and recordkeeping concepts.

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#### **IV. Lead Worker Procedures**

**(12 Questions)**

Employees in this job are often responsible for the daily monitoring of the work of subordinate office 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 a business office setting. Test question topics include:

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