
TEST INFORMATION GUIDE

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

I. MATHEMATICS (18 Questions)

The ability to perform mathematical computations is essential and extremely important in this position. Employees must quickly and accurately perform calculations involving addition, subtraction, multiplication and division as well as manipulate decimals and percentages. Test questions in this section require you to resolve problems and situations using these basic math operations.

II. INTERPERSONAL RELATIONS (18 Questions)

Employees in this job come in daily contact with clients seeking pension benefit information. Workers must be able to successfully interact with coworkers and the public to promote good public relations. This section of the exam tests your ability to effectively interact with the public and other employees. Test question topics include:

- Constructive interactions with supervisors;
- Effectively dealing with difficult or hostile clients;
- Protecting confidential information;
- Phone etiquette;
- Asking clients probing questions in order to elicit necessary information.

III. READING COMPREHENSION (18 Questions)

Employees in this job are often provided with written material 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 different types of written materials of varying complexity. This section tests your ability to read and apply information obtained from written materials at a level expected on the job.