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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Pharmacist Technician** 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. MATHEMATICS****(12 Questions)**

Employees in this job spend much of their time performing various mathematical calculations which may include the use of weights and measurements. To proficiently perform these job duties, a general knowledge of mathematics and weights and measures is required. Test question topics include:

- Computation involving percentages;
- Calculations involving weights and measures;
- Calculations involving addition, subtraction, multiplication and division.

**II. INTERPERSONAL RELATIONS****(22 Questions)**

A significant portion of an employee's job time is spent interacting with facility staff or with residents providing for their treatment and care. It is essential that the employee possess effective interpersonal relations skills. Test question topics include:

- How to effectively respond to questions posed by the public;
- Methods one can use to promote a positive relationship with a supervisor;
- Techniques one can use to enhance working relationships with other staff;
- Methods one can use to promote a favorable impression of the agency and state employees among the general public.

**III. WRITTEN INSTRUCTIONS****(16 Questions)**

Employees in this job must possess the ability to read, understand and follow written instructions and procedures in order to accurately and effectively carry out daily job responsibilities. This section is designed to test your ability to read, comprehend and follow two sets of hypothetical written work procedures, similar to those encountered on the job, by correctly answering questions related to these procedures.