
TEST INFORMATION GUIDE

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

I. BASIC NUMERIC REASONING SKILLS (24 Questions)

An employee in this job must be able to accurately add, subtract, multiply and divide numbers, extract specific numbers, convert numbers to percentages and apply the calculated percentage to whole numbers. An employee must also be able to identify different categories or classes of numbers on various forms. Test questions included in this section ask you to resolve problems or situations requiring basic mathematical computations including addition, subtraction, multiplication, division, fractions and percentages.

II. READING COMPREHENSION SKILLS (24 Questions)

A person in this job is expected to be able to comprehend and apply directions, perceive related and unrelated components of various forms and understand how they may or may not interact together, read new material and gain additional knowledge, edit information for content, accuracy and consistency, and identify missing, incorrect, or inconsistent information. The questions in this exam section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

III. INTERPERSONAL SKILLS (12 Questions)

An important function of an employee in this job is to be able to maintain satisfactory working relationships with the public, coworkers and supervisory staff. Skills involve the ability to convey necessary information in a tactful and diplomatic manner under difficult situations. The questions in this exam section test your interpersonal relations skills using typical situations encountered on the job. Test question topics include methods used to:

- Effectively respond to questions posed by the public;
- Promote a positive relationship with a supervisor and coworkers;
- Promote a favorable impression of the agency and state employees among the general public;
- Handle individuals who are upset or hostile.

--OVER--

IV. OFFICE PRACTICES & PROCEDURES

(10 Questions)

A main responsibility of an employee in this job is to maintain every day office functions. These functions include maintaining a filing system for reference information, processing forms and records, reviewing and updating files, and preparing and reviewing correspondence for accuracy and compliance. Test questions are designed to assess your ability to:

- Use appropriate telephone etiquette;
- Properly handle confidential information;
- Design office procedures and protocol;
- Manage a filing or data storage system.

V. WRITTEN INSTRUCTIONS

(10 Questions)

An employee in this job must be able to read and understand information and procedures presented in written form in order to perform numerous job tasks. This section of the exam presents several passages and sets of procedures similar in difficulty to those you will encounter on the job for you to read. The questions associated with each passage or set of procedures ask you to interpret and apply the procedures you have read.