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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 **Revenue Tax Specialist Trainee** 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. MATHEMATICAL REASONING SKILLS (10 Questions)**

Employees in this job must possess the ability to perform basic mathematical computations. This skill is applied when computing penalty and interest of tax returns and adjusting accounts and billings. Basic mathematical reasoning skills are essential to successful job performance. Test question topics include:

- Computation involving percentages;
- Calculations involving addition, subtraction, multiplication and division;
- Computations involving monetary amounts;
- Practical applications of mathematical reasoning.

**II. WRITTEN COMMUNICATION SKILLS (14 Questions)**

Employees in this job must prepare replies to letters of inquiry that explain and interpret rules, regulations, and standard policy, utilizing proper written communication skills. This section assesses your skill in the use of proper sentence structure, grammar, punctuation and basic principles of written communication. Test question topics include:

- Use of proper business English (e.g., sentence structure; grammar; syntax, etc.);
- Use of appropriate punctuation in business correspondence (e.g., periods; commas; semi-colons; colons; hyphens; etc.);
- Letter preparation techniques: developing a logical, well organized letter; arrangement of information in sequential order; theme development.

**III. INTERPERSONAL SKILLS (12 Questions)**

Employees in this job must be able to maintain satisfactory working relationships with the public, coworkers and supervisory staff. This involves the ability to convey necessary information in a tactful and diplomatic manner under difficult situations. This section assesses your skill in handling situations by maintaining a proper working relationship with both the public and staff members. Test question topics include:

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

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#### **IV. ORGANIZATIONAL PROBLEM SOLVING SKILLS**

**(26 Questions)**

Employees in this job must have the ability to read and extract pertinent information from rules, regulations, laws and related texts. These questions assess your ability to review various tax situations and to decide upon the best course of action based upon tax code provisions and standard operating procedures. You do not need prior tax knowledge to respond to these questions. This section assesses your organizational problem solving skills. Test question topics include extracting pertinent information from the following:

- Informational Bulletin FY87-25;
- Illinois Income Tax Code;
- Cigarette Tax Act;
- Coin-Operated Amusement Device Tax;
- Procedure of the Illinois Administrative Code;
- Sales and Miscellaneous Tax Letter Rulings - Sunshine Act;
- Illinois Revised Statutes;
- Illinois Administrative Code;
- Operating Procedures for Suspending Collection;
- Distribution of W-2 Forms;
- Pie charts which present data regarding IL-1040 forms.