
TEST INFORMATION GUIDE

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

I. FILING (12 Questions)

Employees in this job respond to calls and provide information which often requires the use of directories. Switchboard Operator II employees must be able to quickly locate information filed alphabetically. Questions in this test section assess the ability to correctly alphabetize information such as names and government entities.

II. ENGLISH USAGE (12 Questions)

Employees in this job receive, announce, direct and place calls. It is critical that the employee be clear and concise in the provision of information to the public. Questions in this test section assess the ability to use good grammar and proper syntax.

III. WRITTEN INSTRUCTIONS (12 Questions)

Employees in this job may need to refer to established policies and procedures in the performance of job duties. The ability to perform duties as directed is critical to job success. Questions in this test section assess the ability to read, understand and follow directions.

IV. INTERPERSONAL COMMUNICATION (14 Questions)

The ability to maintain a professional demeanor when interacting with the public in person or over the telephone is essential to successful job performance. Test questions in this section assess skill in applying interpersonal communication techniques. Test question topics include:

- Interaction with co-workers;
- Questions from the public;
- Threatening calls.

V. REASONING SKILLS (10 Questions)

Switchboard Operator II employees are responsible for performing duties not directly related to switchboard operation at certain times during the day. Employees in this job must be able to prioritize the duties assigned to them. Questions in this section test your ability think critically. Test question topics include:

- Deduction;
- Pattern recognition/sequential logic;
- Organizational skill;
- Determining the most efficient course of action based on certain facts or situations.

VI. PERSONAL COMPUTING

(8 Questions)

Employees in this job utilize many types of technology. Questions in this section test your knowledge of personal computers, computer equipment, and software applications such as word processors, spreadsheets and databases.

VII. OFFICE EQUIPMENT & SWITCHBOARD PROCEDURES

(8 Questions)

Employees in this job utilize various types of office equipment in the performance of job duties. Questions in this section test your knowledge of telephone related equipment (e.g., TDD machines, multi-line phones, headsets) and how to use this equipment. Knowledge of switchboard procedures is also covered within this test section and includes topics such as:

- Conference calls;
- Urgent and emergency call procedures;
- Call forwarding.

VIII. RECORD & REPORT COMPLETION

(10 Questions)

Employees in this job are responsible for updating log books of calls received, placed, transferred, etc. Employees must also maintain an inventory of communications equipment issued to and returned by employees (e.g., pagers; cellular phone; etc.). Questions in this section test your understanding of the necessity of reports and your ability to properly complete pre-printed report forms.

IX. SUPERVISION

(12 Questions)

Switchboard Operator II employees may be responsible for training and supervising lower level or new employees. Questions in this section test your knowledge of supervisory methods. Topics addressed within the test section include:

- Motivational techniques;
- Supervisory role;
- Delegating job duties;
- Discipline and constructive criticism;
- Observing employee work performance.