

# Clerical Tests

## Donnoe & Associates' 2010 Written Test Catalog

Welcome to our **Clerical Written Test Catalog**. We have a total of 9 Clerical test titles. Titles are listed below, followed by complete test outlines.

### Entry Clerical

Entry Clerical: File Clerk

Entry Clerical: Document Preparation

Entry Clerical: Account Clerk

Entry Clerical: Receptionist

Entry Clerical: Cashier Clerk

### Senior Clerical

Senior Clerical: Legal Secretary

Senior Clerical: Account Clerk

Senior Clerical: Executive Assistant

Senior Clerical: Office Supervisor

### Build-A-Test<sup>SM</sup> From our Test Competencies List or Reference Library

From our extensive test item bank, we can *Build-A-Test* for specific job classifications. Agencies can select from the list of competencies and/or references at the end of this catalog. We can also write new questions to address specific competencies, knowledge or skills based on job analysis information.

We maintain and continually update our competencies test item bank.

#### **2010 Clerical Written Test Catalog**

© Donnoe & Associates, Inc., Sacramento, CA

Telephone (916) 928-4911 Toll Free (877) 22-EXAMS [www.donnoe.com](http://www.donnoe.com) [exams@donnoe.com](mailto:exams@donnoe.com)

## Test Validity

Professional and regulatory guidelines for personnel selection examinations include the Uniform Guidelines on Employee Selection Procedures and the Principles for Validation and Use of Personnel Selection Procedures. These guidelines require that personnel selection exams be validated by what is known as criterion or content validation strategies. Criterion validation is a demonstration that scores on the test are correlated directly with job performance or training academy performance. Content validity focuses on the relationship between the content of the test and the content of the job. Further, validity (criterion and content) considers both exam administration and exam outcome factors.

Most of our exam products including Stock Written Tests, *Build-A-Test* and Custom Written Tests, as well as oral exams, performance exams and assessment centers involve measurement of job knowledge or ability. These types of tests are best supported by content validity. For these tests we work closely with you, our client, to ensure that the content of the test is based on the job (job analysis, consultation on test assembly, and exam review by your subject matter experts). We provide test administration guidance including proctoring directions, and we offer scoring services as well as consultation on test score interpretation and passing scores, all at no additional fee. These steps, ensure that the examinations provided to your agency are valid and will be administered in a fair and consistent manner.

It is also important to note that a valid exam plan will go beyond a written test, and will normally include other elements, such as an oral exam, a performance test or an assessment center. This also includes not placing too much emphasis (exam weights) on measurement of abilities and knowledge through a written test; here we typically recommend that a written test be weighted less than half of the overall exam plan. We would be pleased to assist your agency with exam planning or to provide consultation on how to best use our tests.

# Entry Clerical Written Tests: File Clerk (C-201), Document Preparation (C-202), Account Clerk (C-203), Receptionist (C-204), and Cashier Clerk (C-205).

We have five forms of our **Entry Clerical Series** written tests available. Each of these tests measures basic skills required to perform essential job functions. All include 100 items and all have a time limit of 1 hour and 40 minutes. Complete test outlines are shown.

## Entry Clerical / File Clerk Form C-201

| Items | Description                             |
|-------|---|
| 20    | Reading Comprehension                   |
| 20    | General Business and Office Mathematics |
| 20    | Alpha-Numeric Filing                    |
| 20    | Grammar and Word Usage                  |
| 20    | Public Contact and Communication        |

## Entry Clerical / Document Preparation Form C-202

| Items | Description  |
|-------|--|
| 40    | Computer Skills; Microsoft Word and Excel                      |
| 30    | Language Skills; Grammar, Spelling, Vocabulary and Punctuation |
| 30    | People Skills; Customer Service                                |

## Entry Clerical / Account Clerk Form C-203

| Items | Description                      |
|-------|----------------------------------|
| 25    | Office and Business Mathematics  |
| 25    | Bookkeeping                      |
| 15    | Name and Number Matching         |
| 20    | Public Contact and Communication |
| 15    | Excel Spreadsheet Skills         |

## Entry Clerical / Receptionist Form C-204

| Items | Description                      |
|-------|----------------------------------|
| 25    | Public Contact and Communication |
| 15    | Reading Comprehension            |
| 25    | Grammar and Vocabulary           |
| 15    | Name and Number Matching         |
| 20    | Filing                           |

## Entry Clerical / Cashier Clerk Form C-205

| Items | Description                      |
|-------|----------------------------------|
| 25    | Cashiering                       |
| 25    | Filing                           |
| 25    | Name and Number Matching         |
| 25    | Public Contact and Communication |

### 2010 Clerical Written Test Catalog

© Donnoe & Associates, Inc., Sacramento, CA

Telephone (916) 928-4911 Toll Free (877) 22-EXAMS [www.donnoe.com](http://www.donnoe.com) [exams@donnoe.com](mailto:exams@donnoe.com)

## Senior Clerical Written Tests: Legal Secretary (C-221), Account Clerk (C-222), Executive Assistant (two forms: C-241-A and C-241-B), and Office Supervisor (C-261).

We have four forms of our **Senior Clerical Series** written test available. Additionally, the Executive Assistant written test has two forms (C-241-A and C-241-B); each of these two forms has the same general content and format, but only a small overlap in common items. Complete test outlines are shown.

### Senior Clerical / Legal Secretary Form C-221

| Items | Description                                    |
|-------|--|
| 20    | Reading Comprehension                          |
| 20    | Punctuation, Grammar, Spelling, and Vocabulary |
| 20    | General Business and Office Mathematics        |
| 20    | Public Contact and Communication               |
| 10    | Numerical Reasoning                            |
| 10    | Spreadsheet Skills                             |

*100 items; 1 hour 40 minute time limit*

### Senior Clerical / Account Clerk Form C-222

| Items | Description                      |
|-------|----------------------------------|
| 25    | Office and Business Mathematics  |
| 25    | Bookkeeping                      |
| 15    | Policy Analysis                  |
| 15    | Public Contact and Communication |
| 20    | MS Excel, Spreadsheet Skills     |

*100 items; 1 hour 40 minute time limit*

### Senior Clerical / Executive Assistant Form C-241-A and C-241-B

| Items | Description                             |
|-------|---|
| 20    | Reading Comprehension                   |
| 20    | General Business and Office Mathematics |
| 20    | Public Contact and Communication        |
| 10    | Policy Analysis and Interpretation      |
| 10    | Numerical Reasoning                     |
| 25    | Spreadsheet Skills                      |
| 15    | Inductive and Deductive Reasoning       |

*120 items; 2 hour time limit*

### Senior Clerical / Office Supervisor Form C-261

| Items | Description                             |
|-------|---|
| 20    | Reading Comprehension                   |
| 20    | General Business and Office Mathematics |
| 20    | Public Contact and Communication        |
| 20    | Work Scheduling                         |
| 40    | Supervision and Team Leadership         |

*120 items; 2 hour time limit*

## **Build-A-Test based on**

# **Donnoe & Associates' Competencies Test Library**

From our extensive test item bank, we can *Build-A-Test*<sup>SM</sup> for specific job classifications. Agencies can select from the list of competencies and/or references at the end of this catalog. We can also write new questions to address specific competencies, knowledge or skills based on job analysis information.

## **Test Content / Competency Areas**

Donnoe & Associates' test item bank contains over 8,000 individual test items. Following is an outline of our test item bank, by content area / competency. This is presented in two groups: 1) Aptitude / Ability Test Segments (2,500 test items available), and 2) Referenced Items (5,500 test items available). Referenced items are based on specific reference documents or books, and will measure Knowledge, rather than Aptitude / Ability.

### **APTITUDE / ABILITY TEST ITEM SEGMENTS**

Description of Test Content / Competency Measured by Test Segment

#### **Interpersonal Skills and Workplace Communication**

Interpersonal Skills – Communication in the Workplace

Interpersonal Skills – Customer Service

Interpersonal Skills – Diversity in the Workplace

Interpersonal Skills – Public Contact and Communication

Interpersonal Skills – Teamwork

#### **Language Skills and Reading Comprehension**

Language Skills – Editing for Errors

Language Skills – Grammar

Language Skills – Punctuation

Language Skills – Sentence Ordering

Language Skills – Spelling, General

Language Skills – Spelling, Legal

Language Skills – Vocabulary

Language Skills – Vocabulary, Legal

Reading Comprehension – General

Reading Comprehension – Maintenance and Trades

Reading Comprehension – Public Safety

#### **Leadership and Supervision**

### **2010 Clerical Written Test Catalog**

© Donnoe & Associates, Inc., Sacramento, CA

Telephone (916) 928-4911 Toll Free (877) 22-EXAMS [www.donnoe.com](http://www.donnoe.com) [exams@donnoe.com](mailto:exams@donnoe.com)

## **APTITUDE / ABILITY TEST ITEM SEGMENTS**

### Description of Test Content / Competency Measured by Test Segment

Leadership and Supervision

Progressive Discipline

Project Management

Supervisory Communication

Training

Work Scheduling

### **Math Skills and Numerical Problem Solving**

Analyst and Management Math Skills

Firefighter Math

General Office and Business Math

Police and Corrections Math

Statistics

### **Mechanical and Trades**

Automotive Mechanics

Building Maintenance and Custodial Practices

Code Checking

Mechanical Maintenance

Parks and Grounds Maintenance

Roads Maintenance

Safety Practices and Personal Protective Equipment

Tool Use and Tool Identification

### **Problem Solving**

Bus Scheduling

Deductive and Inductive Reasoning

Determining Eligibility for Services

Event Planning

Entry Peace Officer

Fire Dispatcher

Inventory Control

Map Reading

### **2010 Clerical Written Test Catalog**

© Donnoe & Associates, Inc., Sacramento, CA

Telephone (916) 928-4911 Toll Free (877) 22-EXAMS [www.donnoe.com](http://www.donnoe.com) [exams@donnoe.com](mailto:exams@donnoe.com)

## APTITUDE / ABILITY TEST ITEM SEGMENTS

### Description of Test Content / Competency Measured by Test Segment

Mechanical Aptitude

Military Time Conversion

Police Dispatcher

Policy Analysis

Reactive Learning

### Professional and Administrative Services

Bookkeeping Accounting and Financial Management, Principles of

Dewey Decimal System, Classification of Library Materials with the

Office Systems – Filing

Interview Techniques

Office Systems – MS Excel Spreadsheet Skills / MS Word Skills

Office Systems – Name and Number Matching

Organizational Behavior and Development

Personnel Policy Interpretation / Personnel Management Knowledge

Principles of Safe Operation of a Commercial Motor Vehicle

### Miscellaneous Item Banks, Not Otherwise Categorized as Above

Institutional Food Preparation, Cooking, Sanitation, and Safety

Principles of Chemistry and Laboratory Methods

## REFERENCED TEST MATERIALS / KNOWLEDGE-BASED ITEMS

### Description of Test Content / Reference

**Management and Supervision** (Please see our Build-A-Test<sup>SM</sup> Catalog).

**Fire Service References** (Please see our Fire Service Test Catalog).

**Law Enforcement References** (Please see our Law Enforcement Test Catalog).

### **2010 Clerical Written Test Catalog**

© Donnoe & Associates, Inc., Sacramento, CA

Telephone (916) 928-4911 Toll Free (877) 22-EXAMS [www.donnoe.com](http://www.donnoe.com) [exams@donnoe.com](mailto:exams@donnoe.com)