

# Clerical Tests

## Donnoe & Associates' 2011 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.

#### **2011 Clerical Written Test Catalog**

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## 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

## 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**

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## **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

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## 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).

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