

SUPERVISING CLERICAL ASSISTANT II

Subject of Examination: This examination consists of multiple-choice questions and assesses the following:

1. UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL

These questions assess applicants' ability to understand brief passages. Applicants are provided with short passages from which words or phrases have been removed. Applicants are required to select, among four alternatives, the word or phrase that best fits in each of the spaces. Applicants are not required to have any prior knowledge relating to the content areas covered in the selections.

2. APPLYING FACTS AND INFORMATION TO GIVEN SITUATIONS

These questions assess applicants' ability to use the information provided and apply it to a specific situation defined by a given set of facts. Each question contains a brief paragraph that describes a regulation, policy, or procedure similar to what a Supervising Clerical Assistant may encounter on the job and apply this information to a particular situation. All of the information required to answer the questions is contained in the passages and in the description of the situation.

3. COURT RECORD KEEPING

These questions assess applicants' ability to read, combine, and manipulate written information organized from several sources. Applicants are presented with different types of tables, which contain names, numbers, codes and other information, and must combine and reorganize the information to answer specific questions.

4. PREPARING WRITTEN MATERIAL

Format A: These questions assess applicants' ability to present information accurately and clearly and to organize written information logically and comprehensibly. Applicants are presented with several sentences and must select the sequence that most effectively organizes them into a coherent and logical paragraph.

Format B: These questions assess applicants' ability to apply the rules of English grammar and usage, punctuation, and sentence structure. Applicants are presented with a series of sentences and must select the sentence that best conforms to standard English grammar and usage, punctuation, and sentence structure.

5. LEGAL TERMINOLOGY

These questions assess applicants' knowledge of basic legal terminology Supervising Clerical Assistants encounter in their daily work.

6. SUPERVISION AND OFFICE MANAGEMENT

These questions assess applicants' supervisory and management skills to direct activities of a clerical operations unit in such areas as: organizing and planning work assignments, orienting and training employees, communicating in an office setting, performance evaluation, dealing with the public and resolving situations typically encountered by a supervisor. Applicants are presented with hypothetical situations that Supervising Clerical Assistants typically encounter in their daily work. Applicants are required to select the best alternative to address each situation.

7. SCHEDULING AND STAFF MANAGEMENT

These questions assess applicant's ability to schedule and coordinate assignments for a data recording operation. Applicants are presented with information regarding the duties and responsibilities of a supervisor/manager in a hypothetical situation with a specific set of rules and procedures. Applicants are required to organize and apply this information to answer questions related to scheduling and staffing requirements.