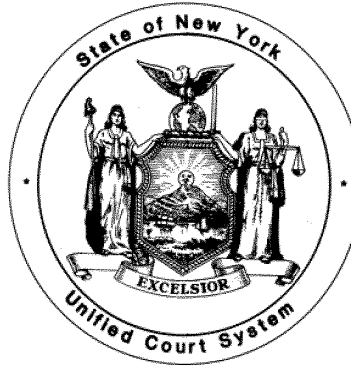


**NEW YORK STATE UNIFIED COURT SYSTEM  
OFFICE OF COURT ADMINISTRATION**



**SUPERVISING CLERICAL ASSISTANT II  
EXAMINATION GUIDE**

The New York State Office of Court Administration has developed this test guide to familiarize you with the Supervising Clerical Assistant II examination. This test guide provides at least one sample question for each subject area listed. This test guide provides the correct answer for each sample question presented. You should study these in order to understand how the correct answers were determined. The examination for Supervising Clerical Assistant II is promotional.

**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. Applicants are presented with a regulation, policy or procedure similar to what a Court Assistant may encounter on the job. Applicants must use this information to answer questions about specific situations. 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 Court Office 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 problem situations encountered by a supervisor. Applicants are presented with hypothetical situations that court assistants typically encounter in their daily work. Applicants are required to select the best alternative to address each situation.