Exam: Administrative Assistant 2 (MQS - LXR)

Items #1-#8 are the minimum requirements for this position. Items #9-#35 are specialty areas which are required for some positions only. Responding “no” to any of these items will not disqualify you from positions that do not require a specialty.

When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Your resume or work history must validate the responses you provide for the minimum requirements as well as each specialty area you responded “yes” to. Choices that are not supported in the resume or work history portion of your application may result in disqualification from taking the written examination or being removed from a hiring list.

If you meet all of the minimum requirements (#1 through #8) listed in this section, you will be able to move on to the written exam.

1. Administrative Support:

I have at least one year of work experience performing complex secretarial, office administration, & public relations assignments such as coordinating administrative office functions, committees, special projects, & highly sensitive, confidential, and/or political issues; applying extensive knowledge of departmental programs & objectives; independently researching, compiling, & organizing materials for executives/manager's use in problem resolution. Preparing reports, handling complaints or resolving problems; composing correspondence for executive/manager on own initiative using word processing.

This work experience required you to be responsible for establishing your own work methods and included analysis of technical data & independent decision making. Your resume MUST support your answer.

- ○ Yes
- ○ No

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2. Interpreting, Applying, and Explaining Complex Information:

I have at least one year of work experience interpreting and explaining complex information such as policies, procedures, regulations, or laws. This experience included explaining discrepancies or having to explain to others how the information applied to their specific situations. My decision making was controlled by established guidelines and my work was reviewed regularly by a supervisor.

- Yes
- No

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3. Filing:

I have at least one year of work experience inserting or retrieving electronic and/or paper file materials using a subject matter or cross-reference filing system.

Your resume MUST support your answer.

- Yes
- No

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4. Written Communication:

I have at least one year of work experience writing and editing business correspondence using prescribed format, rules of punctuation, grammar and style.

- Yes
- No

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5. Word Processing:

I have at least one year of work experience creating, formatting, editing, printing and storing straight text documents using a word processing software program; AND, this work experience included using word processing software to create mass mailings using mail merge functions and creating documents using columns and tables to display text and data.

Your resume MUST support your answer.

- Yes
- No

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6. Coordinating Activities Requiring Complex Arrangements:

I have at least one year of work experience coordinating complex arrangements for at least one major activity which included two or more

responsibilities such as: travel, registration, accommodation negotiations, coordinating volunteers, audiovisual support, coordinating/selecting speakers, planning meals, designing forms, publicity, and entertainment.

- Yes
- No

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7. Problem Solving, Liaison, Conflict Resolution, Decision Making:

I have at least one year of work experience in a setting that required that I perform problem solving and conflict resolution with dissatisfied individuals. This experience also required that I be involved in the decision making process concerning solutions for these dissatisfied individuals.

- Yes
- No

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8. Research and development of reports:

I have at least one year of work experience that required that I independently research, compile, develop and summarize material/data for reports on a frequent basis.

- Yes
- No

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9. (0200) Specialty Area: BILINGUAL (SPEAK).

I am able to speak English & Spanish fluently. If you select 'yes' you may be assessed on your abilities during a hiring interview.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes

- No

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10. (0201) Specialty Area: BILINGUAL (READ & WRITE).

I can read and write Spanish and English fluently. If you select 'yes' you may be assessed on your ability to read and write English & Spanish during a hiring interview.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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11. (0824)Specialty Area: Financial Record Keeping Methods

I have some knowledge of financial record keeping methods gained through completion of at least a one-semester course in financial record keeping or accounting that covered debiting, crediting, reconciling and balancing financial records and verifying their accuracy AND I have at least six months of experience; OR at least one year of experience performing accounting/financial record keeping duties as the predominant responsibility of the job. (This must be full time, paid experience. Experience keeping a checkbook or doing personal finances is non-qualifying.)

This specialty area is not required for all positions. Responding "No" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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12. (1404B) Specialty Area: Keyboard/Type - 50

I certify I can keyboard/type at the rate of 50 net wpm or more.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes

- No

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13. (1406B) Specialty Area: Keyboard/type - 60

I certify I can keyboard/type at the rate of 60 net wpm or more.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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14. (1441B) Specialty Area: Dictation/Transcription.

I have three or more months of experience using dictation/transcription equipment to frequently transcribe tapes; OR, I have successfully completed office administration coursework which included hands-on application of transcription skills.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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15. Specialty Area: Minutes

I have 6 or more months’ experience where I was required to take minutes following established standards on a frequent or reoccurring basis.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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16. (1445) Specialty Area: Transcribing Tapes.

I have at least 6 months of experience transcribing tapes into written format.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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17. (1450) Specialty Area: Manual and Automated Record Management Systems.

I have at least two (2) years of work experience where I was responsible for designing manual and computer record management systems/filing systems at a level which required needs analysis.

- Yes
- No

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18. (1469B) Specialty Area: Medical Coding.

I have at least three (3) months of work experience in a medical facility or the insurance industry using ICD-9-CM and CPT Medical Coding (International Classification of Diseases - 9th Revision Clinical Modification and Current Procedural Terminology) as a regular part of my job; OR, I have formal training on the use of these codes.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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19. (1472B) Specialty Area: Legal Terminology

I have good knowledge of legal terminology, procedures, and legal ethics through successful completion of college level coursework (equivalent to 2 semesters) covering introduction to and understanding of legal terminology, legal procedures and legal ethics; OR, I have one (1) year of experience working full time as a secretary in a law office performing work relating

directly to these three areas.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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20. (1710A) Specialty Area: Organization of electronic or print news media.

I have knowledge of the organization, structure and ethics of the electronic or print news media through at least six (6) months of experience writing material for use in news releases, news stories, newspaper articles or columns, magazines, journals, public brochures, radio, television and/or internet; OR, completion of nine (9) college credits of communications-related coursework which entails the above mentioned areas.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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21. (1754B) Specialty Area: Composing Documents

I have at least two years of work experience composing official correspondence, reports, research papers and other complex documents for an administrator, director, or member of senior staff.

This specialty area is not required for all positions. Responding "No" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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22. (1769) Specialty Area: Government Organization Structure.

I have some knowledge of state and local government organization structure, functions, and decision-making processes to include public policy development, state's rulemaking and legislative processes gained through

successful completion of a college-level course specific to the subject area; OR, by at least 20 hours of training through workshops or seminars; OR, by work experience such as a reporter covering government operations or other work that required significant interaction with state and local government officials beyond obtaining services from them.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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23. (1810C) Specialty Area: Microsoft Word.

I certify that I can operate word processing software (such as Microsoft Word) and equipment at the rate of 40 wpm or more and produce merged documents, specialized tables, reports (columns), correspondence, forms (creating and using templates), and graphics.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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24. (1815B) Specialty Area: Microsoft Word (Advanced Level)

I have experience in all of the following areas: (a) creating mass mailings using mail merge functions with Excel, Access, and Word data; (b) creating documents using columns and tables to display text and data; (c) experience creating and using documents that requires changes be tracked and commented and that incorporate graphics, tables and charts; (d) experience converting or transferring data from different software programs; AND (e) experience creating and running macros.

This specialty area is not required for all positions. Responding "No" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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25. (1820B) Specialty Area: Microsoft Access.

I have at least 1 year of experience storing, retrieving, and compiling information in a report format using database software such as Microsoft Access.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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26. (1840B) Specialty Area: Microsoft Excel (complex data analysis).

I have at least one year of experience using spreadsheet software such as Microsoft Excel to create and modify electronic worksheets and design and print graphs. Includes complex data analysis using tools such as Pivot tables.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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27. (1844A) Specialty Area: Power Point

I have at least one year of work experience which required me to use presentation software such as Microsoft Publisher and PowerPoint?

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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28. (2288B) Specialty Area: Use of HTML and Web Editing Tools/Converting Images and Text

I have at least six (6) months of work experience using HTML and web editing tools such as Dreamweaver to design and modify web pages; AND I have

experience converting images and text from other applications for web use.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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29. (2328) Specialty Area: "Publisher/Adobe Illustrator"

I have at least (6) six months of work experience developing informational materials and/or educational programs using software such as "Publisher" and "Adobe Illustrator".

This specialty area is not required for all positions. Responding "No" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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30. (5200B) Specialty Area: Supervisory Practices.

I have gained some knowledge of supervisory practices through completion of a class or seminar (of more than 1 day) specifically covering supervisory practices or the elements of supervision; OR completion of a college-level personnel related course covering supervisory practices; OR lead work experience that involved work assignment, direction, and monitoring of staff (such experience on a fill-in basis is non-qualifying unless for a period equivalent to a minimum of three months or more - they do not have to be consecutive months).

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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31. (5220) Specialty Area: Organizational Awareness

I have at least two years of full-time work experience requiring me to be very

knowledgeable of the activities/mission of the various work units within my organization AND I frequently had need to contact and coordinate with many of those work units in order to perform my job.

- Yes
- No

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32. (5221) Specialty Area: Teamwork

I have at least two years of work experience in which I served as an active team member on several long-term projects each lasting two or more months with members outside my normal work unit.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

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33. (6034) Specialty Area: Investigative Procedures.

I have at least one year of experience working in a law enforcement/investigative environment writing reports and following proper investigative operating procedures.

- Yes
- No

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34. (6846B) Specialty Area: Correctional Facility

I am willing to work in a correctional facility.

This specialty area is not required for all positions. Responding “no” to this item will not affect your score nor disqualify you from positions that do not require this specialty.

- Yes
- No

35. (8451) Specialty Area: Public Relations Experience.

I have at least two years of work experience providing administrative support to an administrator, director, or senior staff member to include such duties as coordinating administrative committees; handling communications dealing with highly sensitive, confidential, and/or political issues; applying extensive knowledge of departmental programs & objectives; independently handling complaints and resolving complex issues; and receiving inquiries and determining priorities for an administrator, director or senior staff member.

- ○ Yes
- ○ No