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Clerical/Administrative Series Work Experience Test

Instructions: This Work Experience Test consists of a series of related job duties. The City University of New York Clerical/Administrative Series professionals typically perform these activities.

Step 1: Read each job activity in each job domain carefully.

Step 2: Consider your own work experiences carefully.

Step 3: Read each of the Competency Codes below carefully.

Step 4: Assign a Competency Code in the space provided next to the job activity in each job domain.

- Assign only ONE of the Competency Codes listed below per job activity.
- **Assign a competency code that best represents your highest level of attainment for that job activity.** For example, if you have experience selecting the correct blank for making a duplicate or original key across two jobs, and in one job you would rate yourself a “1” and in another job you would rate yourself a “3,” you should assign a rating of 3 for that job activity since it is the higher of the two.

NOTE: All claims will be verified and any claim found to be false would result in your disqualification from the examination. If you have been appointed and your claim has been found to be false, your employment will be terminated.

- **Do not assign any other code other than the codes listed below. Assignment of any other code to a job activity OR assignment of more than one code to an activity will result in the item not being scored.**

Step 5: When you have finished assigning the competency codes, list the job number(s) where you performed these activities (job number 1, job number 2, etc.) as you listed them on the Training and Work Experience Data Form. You may list multiple jobs if you performed the activities in more than one job.

- **Failure to reference at least one job where you claim you assigned at least one competency code of 1, 2, or 3 to a job activity will result in the test not being scored.**

Competency Scale			
Rate yourself 0 if...	Rate yourself 1 if...	Rate yourself 2 if...	Rate yourself 3 if...
You have not performed this job activity.	You have done this activity under close guidance and direct supervision.	You have done this activity with minimal guidance and supervision.	You have done this activity AND you have also supervised/provided guidance to others doing this activity.

Example of a properly completed activity...

In your career, have you...				
Competency Code				
0	1	2	3	Selected the correct blank for making a duplicate or original key.
0	1	2	3	Made keys by code.
0	1	2	3	Adjusted key machines to make accurate depths and spacing of keys.
List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:				1, 3 (from Data Form)

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Questions and Answers

Use the definitions on this page to better understand the **Competency Scale** before you assign yourself a competency code.

1. What is meant by “Job Activity”?: A specific behavior or set of highly interrelated behaviors required for successful job performance (e.g., building a cabinet).
2. What is meant by “Supervision”?:
 - Job activities Performed Under Close Supervision: The person requires considerable assistance and direction from one or more individuals more skilled in performing the job activity. The individual’s work is carefully reviewed on a continuous basis or is performed under direct observation. For example, an inexperienced apprentice would be someone who might work under close supervision.
 - Job activities Performed Under Average Supervision: The person performs routine aspects independently, requiring some assistance or direction from others more skilled in performing the difficult aspects of the job activity. The individual’s work is reviewed periodically with little attention to detail.
 - Job activities Performed Under Minimal Supervision: The person performs almost all aspects independently, requiring little assistance or direction from others more skilled in performing the job activity. The individual’s work is reviewed only in a superficial manner.

Example of Using the Competency Scale

To further clarify the use of the **Competency Scale**, we have applied the scale to the job activity, “Build Cabinets,” as an example. The following is an interpretation of the scale values for this particular job activity. In completing the test, you must make your own interpretations of the scale values for each job activity listed.

0 – The person has not been involved in the construction of cabinets.

1 – The person has performed elementary or simple aspects of cabinet building (e.g., constructing simple frames, attaching doors, applying stains, etc.) under the close supervision of another. Essentially the person is being trained to construct cabinets or is just beginning as an entry-level cabinetmaker.

2 – The person has performed at the master level of cabinetmaking, designing and constructing complex, customer-made cabinets. He/she has frequently assisted others less skilled at the job activity with problems of layout, intricate work, etc. The individual has worked without supervision, either independently employed or as a lead worker for a group of cabinetmakers.

3 – The individual may no longer build cabinets himself but has issued orders and instructions to cabinet workers under his/her supervision or guidance. In the construction industry, the person might hold the title of supervisor or contractor.

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Work Experience Test

Instructions to Applicant: This test is part of minimum qualifications process. You must pass this test in order to meet the minimum qualifications for appointment to the title. This test is pass-fail. To receive due credit for your responses, you must respond to each item.

Using the rating scale on page 1 of this document, rate the amount of experience you have performing each job activity in each job domain by circling ONE of the ratings on each row. **NOTE: ASSIGNING YOURSELF MORE THAN ONE RATING FOR AN ACTIVITY OR A RATING OTHER THAN 0-3 FOR AN ACTIVITY WILL RESULT IN THAT ACTIVITY RATING NOT BEING COUNTED.**

<i>In your career, have you...</i>				
Job Domain 1: Reception and Referral				
Competency Code				
0	1	2	3	Communicated with the public in a pleasant and courteous manner.
0	1	2	3	Scheduled routine appointments for the public, faculty, staff, or students.
0	1	2	3	Listened to visitor questions and obtained basic information about the reason for the visit to the office.
0	1	2	3	Received telephone calls and greeted visitors, referring them to or contacting appropriate personnel.
0	1	2	3	Taken and delivered written messages over the phone or in person that are clear, concise and legible.
0	1	2	3	Provided general information to the public, in person over the telephone (i.e., programs, services, and resources available, completion of forms, fees or cost, resources/opportunities available, etc.)
0	1	2	3	Reviewed and kept an updated copy of reference listings or directories of personnel and services available to determine current, accurate information for referral purposes.
0	1	2	3	Received forms/documents submitted over-the-counter from the public, faculty, staff, or students and process according to procedure (inform person of next steps, review for completeness, etc.).
0	1	2	3	Reviewed fee listings, time/date/location schedules, facility availability listings, etc. to obtain information for the public, faculty, staff, or students.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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<i>In your career, have you...</i>				
Job Domain 2: Providing Detailed Information				
Competency Code				
0	1	2	3	Provided detailed information to resolve complaints from the public, staff, or students in person or over-the-telephone or in writing.
0	1	2	3	Provided in-depth information about program details and services available through the unit/section/department.
0	1	2	3	Placed outgoing calls to the public and other agencies organizations to relay information.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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<i>In your career, have you...</i>				
Job Domain 3: Arranging for Appointments, Meetings, or Events				
Competency Code				
0	1	2	3	Scheduled appointments for and with supervisor(s).
0	1	2	3	Maintained meeting schedules and calendars to coordinate activities (meetings, appointments, interviews, conferences).
0	1	2	3	Notified participants of time and place of meeting in writing, over the telephone, FAX, or e-mail.
0	1	2	3	Distributed agenda or minutes of meetings by e-mail, internal mail, or FAX.
0	1	2	3	Made physical arrangements for meetings and complete room set-up (reserving rooms and equipment, catering services, travel arrangements, etc.).
0	1	2	3	Prepared agenda items (prior to typing) for meetings and conferences.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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<i>In your career, have you...</i>				
Job Domain 4: Filing, Sorting, and Routing of Documents				
Competency Code				
0	1	2	3	Made copies of correspondence and other printed matter.
0	1	2	3	Maintained a listing of the different types of files or the information contained in the files.
0	1	2	3	Kept records of files or materials removed.
0	1	2	3	Filed materials using a cross-referenced filing system.
0	1	2	3	Conducted a systematic search of files for misplaced documents.
0	1	2	3	Routed document copies to appropriate people according to instructions.
0	1	2	3	Retrieved documents, reports, records, etc., and provided information from file data.
0	1	2	3	Filed documents alphabetically, by date, number, color, or subject matter.
0	1	2	3	Created or determined document filing or cataloging method, either in hard copy or electronic form (disks, folders, subfolders, etc.) in order to facilitate document/record retrieval and maintenance.
0	1	2	3	Sorted documents alphabetically, by date, or by number.
0	1	2	3	Categorized documents according to classification system (document type, subject matter, content, etc.).
0	1	2	3	Date/time stamped materials received by the section/unit/department.
0	1	2	3	Typed, labeled, or bar-coded indexing information on folders.
0	1	2	3	Purged filing systems and stored essential materials in archives according to established schedule or legal requirements.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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<i>In your career, have you...</i>				
Job Domain 5: Data Input, Retrieval, and Record Keeping Systems				
Competency Code				
0	1	2	3	Verified completeness and accuracy of the form containing the data to be entered into a record keeping system.
0	1	2	3	Used standardized codes for classifying information (class code, department code, etc.) when inputting information.
0	1	2	3	Conducted research when forms and documents were incomplete or when information contained on the form or document was unclear.
0	1	2	3	Updated and/or manually changed file entries (change of address, etc.).
0	1	2	3	Compared data entered with source documents to detect errors, deleted incorrectly entered data and re-entered data to correct errors.
0	1	2	3	Accurately recorded and processed documents according to established timetables.
0	1	2	3	Entered alphabetic and numeric data from source documents into computer following format displayed on screen.
0	1	2	3	Entered information requests into system to search for and retrieve computer records.
0	1	2	3	Checked math calculations on forms submitted by the public, faculty, staff, or students.
0	1	2	3	Processed and tracked work orders to maintain documentation and ensure work was accomplished in a timely manner.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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<i>In your career, have you...</i>				
Job Domain 6: Information Gathering				
Competency Code				
0	1	2	3	Maintained reference lists/directories of office contacts, faculty, staff, classification codes, etc.
0	1	2	3	Assembled data from office records for inclusion in various reports.
0	1	2	3	Gathered information needed to complete forms to be sent to other departments or to outside organizations.
0	1	2	3	Reviewed documents submitted by staff members for completeness and/or accuracy before passing them on to the supervisor.
0	1	2	3	Located and attached appropriate files to incoming correspondence, etc., for correspondence to be answered by the supervisor.
0	1	2	3	Obtained information and materials to assist supervisor in documenting and supporting decisions.
0	1	2	3	Reviewed correspondence, reports, files and other informational material for necessary information and data to complete projects or reports.
0	1	2	3	Contacted appropriate people to obtain necessary information and data to complete projects or reports (documents to go in meeting packets, information to go in catalogs, etc.).
0	1	2	3	Compiled routine reports by extracting/tabulating/statistically summarizing information from a variety of sources such as files, correspondence, meeting notes, previous reports, etc.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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<i>In your career, have you...</i>				
Job Domain 7: Document Production				
Competency Code				
0	1	2	3	Used computer software to print documents.
0	1	2	3	Formatted computer disk and saved documents on disk.
0	1	2	3	Completed and sent routine correspondence to faculty, staff, students, or public.
0	1	2	3	Typed correspondence and other documents from hand written copy.
0	1	2	3	Proofread and edited correspondence and other documents by comparing documents on the screen to the source document.
0	1	2	3	Proofread correspondence and other documents by comparing hard copy of the document typed to the source document.
0	1	2	3	Formatted correspondence and other documents that had already been typed including spacing, margins, type size, style, and other parameters.
0	1	2	3	Edited correspondence and other documents by comparing document on computer screen to corrected copy of document.
0	1	2	3	Used appropriate spelling, punctuation, and grammar when typing correspondence and other documents.
0	1	2	3	Determined and used appropriate form letter for answering routine correspondence and request for information.
0	1	2	3	Completed forms by entering information (using typewriter or word processor) in the correct spaces according to the written directions on the form.
0	1	2	3	Typed correspondence and other documents from rough draft, corrected copy, or previous versions of a word processing document.
0	1	2	3	Reviewed format of document to ensure it conformed to standard formatting rules.
0	1	2	3	Typed documents which included tables, charts or graphs.
0	1	2	3	Used word processing software to produce documents.
0	1	2	3	Made correct number of photocopies of correspondence and other documents according to instructions and ensured copies were straight and legible.
0	1	2	3	Proofread correspondence and other documents for typos, and errors in grammar, punctuation and spelling.
0	1	2	3	Checked completed document on screen for spelling errors, using spell checking tool in software.
0	1	2	3	Prepared envelopes and mailing labels.
0	1	2	3	Collated and distributed materials according to verbal instructions.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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<i>In your career, have you...</i>				
Job Domain 8: Document Composition				
Competency Code				
0	1	2	3	Composed short letters or memos after being given general verbal instructions or a written outline, but not exact wording.
0	1	2	3	Drafted form letters for answering routine correspondence and requests for information for approval by supervisor.
0	1	2	3	Drafted new or revised existing forms for approval by supervisor.

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In your career, have you...

Job Domain 9: Purchasing/Department Supplies Inventory Maintenance

Competency Code				
0	1	2	3	Prepared and processed orders for services and supplies.
0	1	2	3	Kept track of department supplies or ordered more when necessary or requested.
0	1	2	3	Issued supplies and equipment to department staff.
0	1	2	3	Checked that quantity of department supplies received matches invoice/packing slip.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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In your career, have you...

Job Domain 10: Mail, Shipping and Receiving

Competency Code				
0	1	2	3	Opened, sorted and distributed incoming mail to correct person according to internal procedures (including time/date stamping or logging).
0	1	2	3	Followed generally accepted guidelines when mailing letters and packages or completing mass mailings using U.S. mail, or other shipping companies.
0	1	2	3	Assembled and mail materials, information etc.
0	1	2	3	Screened mail by reading contents and sorted according to subject matter for supervisor's attention.

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In your career, have you...				
Job Domain 11: General Office Functions				
Competency Code				
0	1	2	3	Worked cooperatively, as part of a team, with co-workers.
0	1	2	3	Ran job-related errands that could not be completed via telephone, fax, or e-mail.
0	1	2	3	Reviewed instruction sheets and/or manuals available how to complete task properly.
0	1	2	3	Planned, coordinated, assigned, and/or distributed work to part-time employees.
0	1	2	3	Maintained and organized supply of forms and informational materials needed by office personnel.
0	1	2	3	Logged office equipment problems and contact technical support for office equipment repairs or nonroutine equipment maintenance.
0	1	2	3	Supervised part-time staff including clerical assistants, college work study students, student aides, summer interns, volunteers, etc., and completed or participated in performance evaluations.
0	1	2	3	Maintained office manuals via updates, inserts, etc.
0	1	2	3	Used telephone including hold, transferring calls, conferencing, etc., and used voice mail system.
0	1	2	3	Read and followed office policy and procedures for dealing with the public, answering the telephone, producing paper work, formatting letters and memos, etc.
0	1	2	3	Used fax machine, and photocopier, and performed routine maintenance (e.g., adding toner, paper, etc).
0	1	2	3	Reviewed and remembered services provided and information disseminated by office.
0	1	2	3	Used e-mail to send messages to public, staff, faculty, or students.
0	1	2	3	Trained/oriented new staff in office methods, procedures, and the operation of equipment.
0	1	2	3	Utilized office forms according to written instructions pertaining to their completion.
0	1	2	3	Developed or improved office policy and procedures for dealing with the public, answering the telephone, producing paper work, formatting letters and memos, etc.
0	1	2	3	Analyzed operating practices and procedures to create new or to revise existing methods.
0	1	2	3	Coordinated and directed office services, such as records maintenance and budget preparation to support professional staff.
0	1	2	3	Interpreted administrative and operating policies and procedures for staff.
0	1	2	3	Supervised an administrative office.
0	1	2	3	Identified problems regarding computer, peripheral or communications equipment or regarding the equipment operating environment and informed the supervisor or contact the computer services for repairs.

List the Job Number(s) From Your Training & Work Experience Data Form where you performed these activities:	
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Applicant Attestation: By my signature below, I declare and affirm that I have read and fully understand the following: (1) that any misrepresentation or material omission of facts in this application packet I submit in support of my candidacy (including but not limited to the application packet), or in any oral statements I may make during the selection process shall be sufficient cause for immediate rescission of my appointment in the event I am hired, or shall be sufficient cause to end further consideration of my application packet prior to being hired; (2) that my present/past employers may be contacted for verification of data and reference check, unless I specifically request otherwise and provide reasons acceptable to the hiring official; (3) that an offer of employment is contingent on successful completion of the entire employment selection process, including the receipt and review of references, satisfactory to the College; (4) that this verification may, but need not, begin prior to my receiving an offer; (5) that no manager or representative of CUNY has the authority to make an offer of employment or to represent a condition of employment which is in violation of the bylaws, rules, regulations, or collective bargaining agreements governing the University and any such representations contrary to these policies, even when made in writing, are unenforceable; (6) that under Federal law, CUNY is required to verify my employment authorization and my identity within three (3) days of my reporting to work, and that I must produce legitimate supporting documents. I also understand that I will be evaluated only on the information submitted on this *Training and Work Experience Data Form*.

Applicant Signature: _____

Date: _____