Information Handout For

Hillsborough County Civil Service Board

Administrative Support/Clerical

Multiple-Choice Tests

(Test Numbers 84, 85, 86 & 87)

Test Number	Test Content and Number of Questions					Time Limit (Hrs)
	Reading Comprehension	Filing	Data Interpretation	Grammar, Spelling, Proofing	Math	
84	15	15	15	15	15	2
85	15	15	15	15		1.5
86	15	15	15		15	1.5
87	15	15	15			1

This information handout has been developed to prepare applicants for taking any of the Hillsborough County Civil Service Board Administrative Support/Clerical examinations. The first column of the table above lists each test number and across the table are the content areas of each test, the number of questions in each area and the maximum time allowed for each test.

The following pages contain brief descriptions of the content areas of the tests and the types of questions you can expect in each area. Answers to sample questions are given at the end of the information handout.

NOTE: Taking and passing a typing and/or data entry performance test may be required before taking any of these multiple-choice written examinations.

Hillsborough County Civil Service Board
Test Preparation Information
!!Please Read Before Testing!!

Notice: Taking and passing a drug test and a job-related physical examination may be required as conditions of initial employment and continued employment!

Notice: If you believe that you are a covered individual under the federal Americans with Disabilities Act (ADA) and would like to request accommodation in the application or testing process, please make your request in person, in writing, or by telephone to any member of our staff at (813) 272-5621.

Testing Location, Hours, and Telephone Number: Tests are administered at the Civil Service Office located at 601 E. Kennedy Blvd., on the 17th floor. Tests are administered during the following hours:

Written:	Mon, Tue, Thu, Fri: 7:30 a.m. to 2:00 p.m. Wed: 7:30 a.m. to 9:30 a.m.
Typing/Data Entry:	Mon, Tue, Thu, Fri: 7:30 a.m. to 3:00 p.m. Wed: 7:30 a.m. to 9:30 a.m.

Tests for all current job openings may be started at any time during open testing hours. Once started, testing may continue beyond open testing hours. No testing appointment is necessary. The telephone number for application and testing information is 272-5621.

YOU MUST BRING PHOTO IDENTIFICATION at the time you wish to be tested.

You should plan at least 3 hours for each examination. Ask our staff for the exact time allowed for your test(s).

PARKING: You may park at any of the metered spaces on the street or at any of the daily pay lots located throughout the downtown area, or the public parking garage adjacent to our building (entrance on Jackson Street).

YOU MAY NOT LEAVE TO PUT MONEY IN PARKING METERS. Once you begin an examination, if you leave for any reason, your examination is VOID and you may not retest for a minimum of two months.

TEST ROOM RULES: Violation of these rules may result in you being disqualified.

a) No cell phone use of any kind (turn off cell phone before entering test room).

b) Calculators are not permitted.

c) Written material of any type is not permitted.

d) Chewing gum or other disturbing activities are not permitted.

e) Talking is not permitted. If you have a question during the test, exit the test room and ask the test monitor.

TEST TAKING TIPS

1. Know the time required to test. Ask in person or call our office (272-5621). This will help you plan and minimize problems.

2. Organize your schedule to allow for the test time plus one hour. The additional hour will allow for the time required to park your vehicle, walk to the Civil Service Office, and complete the application process. If you do not plan for this extra time, you may feel rushed and perform less than your best on the test.

3. Be well rested.

4. Do not take the test on an empty stomach OR immediately after eating. The best time to test is about two hours after eating a meal.

5. Study the appropriate subject area for written tests and/or practice your skill for typing or data entry performance tests. Ask our staff for handouts that explain the types of questions on the test(s) you will be taking.

6. Relax as much as possible. Many people find it difficult to relax prior to a test. Even though it may be difficult for you to relax prior to being tested, research shows that it is worthwhile to at least try to relax.

7. Read all test instructions very carefully. This includes this handout, other handouts, and the instructions you will receive with your test.

8. Do not spend a great deal of time on a single test item. If you find yourself spending a great deal of time on a single item, a good strategy would be to skip that item, finish the remaining questions, and then return to the unanswered item(s).

9. There is no penalty for guessing (except on the Meter Reader exam). A good strategy would be to not leave any item blank, even if you do not know the answer.

Filing

The questions in this section of the tests involve filing. To answer these questions you must properly align names, numbers, days, dates, and times in alphabetical, numerical, or chronological order. You should read each question carefully and decide which of the available choices best answers the question.

Review the following examples in order to better understand how to answer the questions found in tests 80 through 83. To best simulate an actual filing situation, you are encouraged to compare the name, date, or number provided at the beginning of each question with each of the possible answers - one answer at a time.

Example 1. Jones, John A. would be filed between:

1. Smith, William A. and Young, Cheryl.
2. Anderson, John and Iverson, Barry.
3. Jones, Stephen C. and Ward, Sally J.
4. Hunt, Stanley J. and Lawrence, David J.
5. Carlson, Cliford and Johnson, John C.

Example 2. Item 0980 would be filed between:

1. 0213 and 0364
2. 2334 and 3810
3. 0708 and 0999
4. 0142 and 0163
5. 0114 and 0144

Example 3: Saturday, August 11, would be filed between:

1. Friday, August 3, and Monday, August 6.
2. Thursday, August 9, and Wednesday, August 15.
3. Tuesday, August 13, and Sunday, August 19.
4. Friday, August 24, and Tuesday, August 28.
5. Monday, August 6, and Thursday, August 9.

Grammar/Spelling/Proofing

The questions in this part of the examinations are about grammar, spelling and proof reading information. Some of the questions are made up of sentences which contain blank spaces. Each sentence will be followed by five words which could go into the sentence in place of the blank. For these types of questions you should select the one word from the group of five that best completes the sentence when inserted at the blank.

Another type of question consists of five words. One word in each set of five is misspelled. To answer these kinds of questions you must identify the one misspelled word in each set of five words.

Finally, some questions involve pairs of various information which you are to compare for accuracy in copying. Check the "original" typed information that appears in the left hand side of the question and compare it to the "copy" which appears in the right column and determine the number of errors occurring in the copy. A transposition or other error within a word or number should be counted as one error. The copy should match the original exactly.

You should read each type of question carefully and decide which of the available choices best answers the question. Review the following examples to help you understand how to answer these questions.

Example 4: The dog and the cat _____ asleep.

1. is
2. are
3. am
4. be
5. will

Example 5: Which word is misspelled?

1. door
2. banana
3. spoon
4. pencel
5. accent

Example 6:

Original	Copy
Mr. John Smith	Mr. John Smith
1607 Pocahontas Court	1607 Pocohontas Court
Jamestown, Virginia 00617	JanesPowne, Virginia 00617

1. There is one (1) error.
2. There are two (2) errors.
3. There are three (3) errors.
4. There are four (4) errors.
5. There are no errors.

Data Interpretation

To answer the questions in the posting section of these tests you must refer to several forms on the next page. You will be given actual forms with your examination along with several worksheets. One has the heading "County Order Form for Office Supplies Worksheet" and the other is headed "Weekly County Attendance Report Worksheet" (not shown). The worksheets are for your use only and will not be graded. Only the questions presented in the test will be scored. Remember that you have a limited amount of time to finish an examination so use your time wisely when deciding whether to post all or part of the information from the plastic bound forms to the worksheets.

Your task is to read each question carefully. Decide which form and worksheet to use based on the question. Review the appropriate form, and if necessary, post any relevant information to the accompanying worksheet which might help you determine your answer and, from the available choices, pick the one that you feel best answers the question. Be very careful. Make sure you are looking at the correct form and worksheet before trying to answer the question. If the answer you arrive at does not appear among the available choices following the question, you may be looking at the wrong form.

The following examples will help to explain how to answer the posting questions in these tests. Read the examples, look at the forms, copy any information from the forms to the worksheets if you feel it would help you determine your answer, and then review the answers provided.

NOTE: When answering questions regarding the "Weekly County Attendance Report" you must subtract one (1) hour from the total hours worked for lunch when employees work four (4) hours or more on any given day.

Weekly County Attendance Report

		Sat	Sun	Mon	Tue	Wed	Thur	Fri
Bob	Time In			6:29 A.M.	3:15 P.M.			
	Time Out			3:29 P.M.	7:15 P.M.			
Kelly	Time In	8:00 A.M.				12:00 P.M.		
	Time Out	5:00 P.M.				5:00 P.M.		
Jim	Time In		2:30 P.M.					4:15 P.M.
	Time Out		6:30 P.M.					1:15 A.M.
Kitty	Time In			12:00 P.M.		8:00 A.M.		6:00 A.M.
	Time Out			5:00 P.M.		5:00 P.M.		12:00 P.M.

County Order Form For Office Supplies

Unit	Description	Item No.
Pkg.	Folder, Label Dark Blue	43785
Pad	Pad, Post It Note Yellow 3 x 3	6549
Set	Folder, Manila Letter Size	13013
Pkg.	Folder, Manila Letter Size	23013

County Order Form For Office Supplies Worksheet

Item No.	Price	Unit	Qty
6549	$ .32		1
23013	$4.70		75
43785	$ .90		15
13013	$3.45		75

Example 7: How much does one 3 x 3 Post It note pad cost?

1. $0.65
2. $0.49
3. $2.00
4. $0.32
5. $0.38

Example 8: What is the total number of hours worked by Kitty for the week?

1. 20
2. 21
3. 18
4. 17
5. 15

Example 9: What is the most expensive set of letter size manila folders?

1. Item No. 236
2. Item No. 13013
3. Item No. 239
4. Item No. 05612
5. Item No. 23013

Reading Comprehension

In this section of the examinations you will be asked to read some paragraphs and demonstrate how well you understand what you have read by answering some questions about the information presented in the paragraphs.

Your task is to read each paragraph carefully and answer the questions that follow. Based on what you have read in the paragraph, decide which of the available choices best answers the question.

Read the sample paragraph below and review the examples that follow in order to better understand how to answer the questions in these parts of the examinations.

Sample Paragraph

All persons employed as classified employees in the Hillsborough County Civil Service system will be hired on a trial (probationary) basis for a period of not less than six months in duration. The probationary period is considered to be an essential part of the selection process and will be used to closely observe the employee's suitability for the position. If the incumbent successfully completes the probationary period they obtain permanent status as a classified employee with the Hillsborough County Civil Service system.

The probationary period may be extended for an additional period of up to six months, but cannot go further than 12 months in total. Employees must be notified that their probationary period is being extended and must acknowledge receipt of the notification with their signature. Notification of the extension must occur prior to the end of the original probationary period. Regardless of whether or not an extension is to occur, the end of the initial probationary period will be accompanied by a performance rating. Failure to successfully complete the probationary period will result in dismissal.

Example 10: According to the sample paragraph, the extension of a probationary period will:

1. only occur if no other suitable applicants can be found to fill the position in question.
2. automatically result in dismissal.
3. occur only if the employee is notified of the extension prior to completion of an initial six month probationary period.
4. continue until the employee demonstrates suitability for the position for which they have been hired.
5. be considered an essential part of the selection process.

Example 11: According to the sample paragraph, during the probationary period, a probationary incumbent:

1. must be evaluated weekly by an immediate supervisor.
2. is evaluated upon completion of a six month probationary period.
3. is not evaluated.
4. receives a written rating of their performance after one year of continuous service.
5. will be dismissed if they do not acknowledge receipt of their performance rating by signing it.

Math

This section of the tests contain questions involving basic arithmetic. Your task is to read each question carefully and perform the calculations required to solve the problem stated in the question. After you have finished your calculations, review the available choices and match your answer to the choice that you feel best answers the question. When you have made your decision, indicate your selection on the answer sheet by filling in the circle which has the same number as the answer you have chosen.

Review the following examples to help you understand how to answer the questions in this part of the test.

Example 12: The Consumer Affairs Office received 209 complaints on Monday, 151 on Wednesday, and 328 on Friday. What is the total number of complaints received by the Consumer Affairs Office?

1. 157
2. 245
3. 382
4. 588
5. None of the above.

Example 13: $142.95 - $21.43 =

1. $ 97.25
2. $109.00
3. $118.94
4. $121.52
5. $137.87

Example 14: One box contains 12 writing pencils. If 18 applicants need 2 pencils each to complete a written test, how many boxes of pencils will be used?

1. One
2. Two
3. Three
4. Four
5. Five

Answer to Example 1: The correct answer is "4". This is true because "Jones, John A." should be filed between "Hunt, Stanley J." and "Lawrence, David J.". "Jones, John A." could not be properly filed alphabetically between any of the other pairs of names.

Answer to Example 2: The correct answer is "3". Of the sets of numbers given as choices, 0708 and 0999 is the only set of numbers between which the number 0980 could be filed numerically. None of the other possible choices would remain in sequence were the number 0980 filed between them.

Answer to Example 3: The correct answer is "2". According to the order of the days and dates given as possible choices, Saturday, August 11 could only be properly filed chronologically between Thursday, August 9, and Wednesday, August 15.

Answer to Example 4: The correct answer is "2" because the word "are" fits better in the sentence than do any of the other words listed as choices to fill in the blank space. If this were an actual test question, you would indicate your answer by filling in the number two circle on your answer sheet.

Answer to Example 5: The correct answer is "4" because "pencel" is an incorrect spelling of "pencil." If this were an actual test question, you would fill in the number four circle on your answer sheet.

Answer to Example 6: The correct answer is "2," because "Pocohontas" and "Jamestowne" were copied incorrectly, resulting in two errors in the "copy" on the right. If this were an actual test question, then you would indicate your answer by filling in the number two circle on your answer sheet.

Answer to Example 7: The correct answer is "4." Look at the form titled County Order Form for Office Supplies which is the only form with columns that list "Descriptions" of office supplies. To determine the correct answer you must use the "Description" column on the County Order Form for Office Supplies to locate 3 x 3 Post It note pads. Then use the "Item No." column to identify the number associated with that item, in this case, 6549. Now, look at the County Order Form for Office Supplies Worksheet which has columns for "Price" and "Item No.". Use the "Item No." column on the County Order Form for Office Supplies Worksheet to find the number 6549. As you can see, the "Price" column for Item No. 6549 indicates that the item (3 x 3 Post It note pad) sells for $ .32 cents.

Answer to Example 8: The correct answer is "4". After reading the question and reviewing the forms it should be obvious that the form to use to arrive at an answer is the one titled Weekly County Attendance Report. The reason being that this form is the only form that lists names, days, time in, and time out. Since the question asks for the total number of hours worked by Kitty for the week you compute the hours for each day that Kitty worked as shown on the Weekly County Attendance Report. If you add the total hours worked for each day (20) and subtract one hour for lunch each day worked more than 4 hours (3), the sum (20-3=17) gives you the correct answer to the question in this example.

Answer to Example 9: The correct answer is "2." The text of the question provides enough information for you to decide which form to use to arrive at an answer. The form titled "County Order Form for Office Supplies" is the only form which lists "Descriptions" of office supplies. To answer the question you must review the "Description" columns on the "County Order Form for Office Supplies" to find letter size manila folders. Then check the "unit" column to identify the proper unit as stated in the question, in Example 9 that would be "set." For each "set" of letter size manila folders listed, check the "Item No." column to determine the item number, locate that number on the "County Order Form for Office Supplies Worksheet," you may wish to enter the word "set" in the "unit" column on the worksheet for each "Item No." associated with "sets" of letter size manila folders to assist you in determining the correct responses to the question. Next, look at the "Price" column associated with each item number and determine the price as called for in the question. Of the item numbers listed as choices to answer the question in this example, "Item No 13013" represents the most expensive "set" of letter size of manila folders.

Answer to Example 10: The correct answer is "3." Lines 14 and 15 of the sample paragraph state, "Notification of the extension (of probation) must occur prior to the end of the original probationary period." Of the choices available to answer the question in this example, choice number 3 is the one which presents the conditions required to extend the probationary period as outlined in the sample paragraph.

Answer to Example 11: The correct answer is "2." Lines 15 through 17 of the sample paragraph state, "Regardless of whether or not...the end of the probationary period will be accompanied by a Performance Rating." Using the information from this statement, choice number 2 is the only answer which actually presents the correct information as noted in the sample paragraph.

Answer to Example 12: The correct answer is "5." To determine the entire number of complaints received you must total the number of complaints for Monday, Wednesday, and Friday. In other words, 209 plus 151 plus 328 equals 688. However, none of the choices listed as possible answers are that number; the only correct answer is, none of the above.

Answer to Example 13: The correct answer is "4," or $121.52. To get this answer you must subtract $21.43 from $142.95.

Answer to Example 14: The correct answer is "3." To arrive at how many boxes of pencils will be needed, you must first multiply 2 times 18 (2 pencils for each person) to determine the number of pencils required. Then divide the product (36) by 12 (the number of pencils in one box) to find out how many boxes would be used.