



Information Handout for
Hillsborough County Civil Service Board
Customer Service Rep Trainee-Tax Collector

This handout has been developed to prepare applicants for taking the Hillsborough County Civil Service Board CSR Trainee-Tax Collector examination. The following pages contain general test preparation information as well as brief descriptions of the content area(s) of the test. Answers to sample questions are provided at the end of this handout. This test is 90 minutes.

NOTE: Taking and passing a typing and/or data entry performance test may be required before taking the multiple-choice written examination.

**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. Our telephone device for the deaf (TDD) number for individuals with hearing disabilities is (813) 276-2034.

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. Typing/Data Entry: Mon, Tue, Thu, Fri, 7:30 a.m. to 3:00 p.m. Wednesdays 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). Add 1 hour to the test time to allow for travel to and from your car.

PARKING: You may park at the Pierce Street garage, 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 60 days.

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

Calculators are not permitted. Written material of any type is not permitted. Chewing gum or other disturbing activities are not permitted. 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 how long your test is. 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 your test.
- 3 Be well rested.
- 4 Do not take the test on an empty stomach.
- 5 Study the appropriate subject area for written tests and/or practice your skill for typing, data entry and shorthand performance tests.
- 6 Relax as much as possible. Many people find it difficult to relax prior to a test - a condition known as test anxiety. 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 both sides of this handout as well as 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.
- 9 There is no penalty for guessing. A good strategy would be not to leave any items blank, even if you do not know the answer.

Sample Test Questions

The information that follows is provided to help you prepare for the written examination administered by Hillsborough County Civil Service. Applicants must achieve a passing score in order to be certified by Civil Service and to continue with the selection process.

Reading Comprehension

In this section of the exam you will be asked to read some paragraphs and demonstrate how well you grasp what you read by answering some questions about the information presented in the paragraphs. A good way to practice this skill is by reading a newspaper article and ask yourself questions about what you read.

Example 1: Signature Requirements And Identity Affidavits

When the customer record is created it should be created with the name exactly as it appears on the owner's Florida driver's license or Florida identification card issued by the Division of Driver's license. An out of state photo drivers license of ID card issued by one of the 50 states, a Canadian Driver's License or a valid passport from any country, may also be used to identify an individual and create a new record in the database. All efforts should be made to search for an existing record for the individual you are assisting. A customer should be added as a last resort.

According to the passage, if the title shows the registered owner's middle initial and the acceptable Identification shows a full middle name, to create the record what name should be used?

1. Owner's middle initial as appears on the title if the identification was issued outside of the US.
2. Owner's full middle name as appears on the acceptable identification.
3. Either middle initial or full middle name will be acceptable.
4. Owner's full middle name as appears on acceptable identification if issued only from Florida.

Math

This section involves basic mathematical ability. You will be given problems involving addition, subtraction, multiplication, division and percentages. You will be given a calculator by the test proctor when given the test.

Example 2: Use the Table Below to Answer the Question

AMOUNT	CODE	AMOUNT	CODE	AMOUNT	CODE
\$557.90	A	\$529.82	B	\$334.91	A
\$746.17	A	\$ 93.32	C	\$565.61	C
\$184.54	B	\$636.19	B	\$863.30	C
\$714.76	C	\$843.45	C	\$824.11	B
\$931.33	A	\$574.15	B	\$442.97	C
\$326.61	B	\$411.58	A	\$795.56	A
\$420.28	A	\$422.79	A	\$935.98	C

What is the total of all the amounts listed in the above table that are coded with an "A"?

1. \$4691.62
2. \$4916.62
3. \$6149.26
4. None of the above

Attention to Detail

This section involves the ability to detect errors between data sets and copies of forms.

Example 3: License Plate Comparison

The table below contains six license plates. For the questions that follow, choose the license plate that exactly matches one of the choices in the table.

LICENSE PLATES					
CYR137	FWP467	GKV048	RQZ367	RZS239	MNW001

Choose the license plate that exactly matches one of the choices in the table.

1. GKV367
2. RYC731
3. RQZ673
4. RZS239
5. MWN001

Locating Information

This section involves the ability to gather information from forms, graphs and charts and use that information to answer questions or apply it to another form.

Example 4: Order Forms

You are employed at a bagel shop. Use the order form below to answer the following question.

BAGEL ORDER FORM			
Customer's Name	Mitchell Mathers		
Phone	274-6777	Call Time	11:05 AM
		Pick Up Time	11:55 AM
In House	Wrap in foil-no plastic		
	Cream Cheese Flavors		
Plain	on side	Onion	Honey lightly spread
Strawberry		Olive	Veggie
	Prepared		
toasted	cut in quarters		
skinny cut	extra napkins		
	Sides		
turkey sausage	pepper		
tomato			

What is the latest time you should have the order ready for the customer?

1. 11:54 AM
2. 11:05 AM
3. 11:25 AM
4. 11:45 AM

Answer Key: 1 (2), 2 (4), 3 (4), 4(1)