



Information Handout for
Hillsborough County Civil Service Board
Communications Supervisor
Sr Digital Communications Dispatcher
Digital Communications Dispatcher
Records Data Specialist
Records Data Specialist Trainee

This handout has been developed to prepare applicants for taking the Hillsborough County Civil Service Board Communications 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.

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

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 follow 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.

Section I: Grammar

Questions in this section consist of sentences which contain blank spaces. Each sentence will be followed by two 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 two provided that best completes the sentence when inserted at the blank.

Example 1: The robber _____ the watch.

1. stoled
2. stole

Example 2: The story _____ a long time to tell.

1. take
2. took

Example 3: I ran down the road to _____ what was happening.

1. see
3. sea

Section II: Word meaning

Each question in this section of the test contains a blank space. Each sentence is followed by a group of words which could go in the sentence in place of the blank. Your task is to select the word that best fills the blank. Review the following two examples to help you understand how to answer the questions on this section of the test.

Example 4: From the overlook on Ashley Mountain we had a _____ view of North Carolina.

1. vertical
2. pinhole
3. national
4. panoramic

Example 5: I tried to explain my circumstances to Terry, but her confused look showed that she found it _____.

1. sensible
2. hilarious
3. bewildering
4. illuminating