

**ADMINISTRATIVE SERVICES OFFICER
Selection Process I.D. #5401/0323
EXAMINATION PLAN**

PHASE 1 (Combined Time Limit = 2.5 hours)

▪ **Written Examination**

Multiple-Choice 55 items

Weight = 15%

Pass = 70% or better

Hand-held calculators permitted

Top passing scores to Phase 2

SECTION	RANGE	PERCENTAGE
Business and Fiscal Concepts	1 - 8	14.55
Data Analysis and Calculations	9 - 20	21.82
Interpreting and Summarizing Written Material	21 - 24	7.27
Reading Comprehension	25 - 28	7.27
Logic and Reasoning	29 - 39	20.00
Verification for Accuracy	40 - 41	3.64
Administrative Principles	42 - 45	7.27
Basic Computer/Technology Knowledge	46 - 55	18.18
Total	55	100.00

Reference Sources:

Sabin, William A., *The Gregg Reference Manual*, Eighth Edition, Glencoe McGraw-Hill, 1996.

The American Heritage Dictionary, Third Edition, Houghton Mifflin Company, 1994.

Pearce, John A. II, and Robinson, Richard B., Jr. *Management*, Random House, 1989.

Locker, Kitty O., *Business and Administrative Communication, Fourth Edition*, Irwin McGraw-Hill, 1997.

Mathis, Robert L. and Jackson, John H., West, *Human Resources Management*, 7th Edition, Publishing Company, 1994.

Fulton, Patsy J., and Hanks, Joanna D., *Procedures for the Office Professional*, 2nd Edition, South-Western Publishing Co., 1990.

PC.net. <https://pc.net/glossary>

▪ **Written Exercise**

Passing = Combined scores at 70% or better

Writing Prompt

Weight = 10%

Practical Exercise

Weight = 25%

PHASE 2

▪ **Qualifications Appraisal Board (QAB)**

Weight = 50%

Pass = 70% or better

The QAB is an oral board examination. Unlike a job interview, the QAB is very structured with multiple board members taking turns asking candidates a set number of questions. The same questions are asked of each participant in the QAB for the open position. Since this is an exam, neither candidates nor panel members can ask follow-up or clarifying questions.