

HUMAN RESOURCES ASSISTANT
Selection Process I.D. #
5701/WE/0917

EXAMINATION PLAN

WRITTEN EXAMINATION

Multiple Choice examination 50 items

Weight = 100%

Pass = 70% or better

Time Limit = 1.5 hours

Hand-held calculator permitted

<u>CONTENT AREA</u>	<u># OF ITEMS</u>	<u>PERCENTAGE</u>
A. Proof Reading	6	12.0%
B. Reading Comprehension	5	10.0%
C. Basic Computer Knowledge	5	10.0%
D. Language/Grammar/Spelling	12	24.0%
E. Filing	5	10.0%
F. Basic Arithmetic	4	8.0%
G. Telephone Etiquette	<u>13</u>	<u>26.0%</u>
TOTAL	50	100.0%

Reference Sources:

Fulton-Calkins, Patsy and Karin M. Stulz, *Procedures & Theory for Administrative Professionals*, 6th Ed., South-Western Cengage Learning, 2009

Oliverio, Mary Ellen, William R. Pasewark, Bonnie R. White; *The Office, Procedures and Technology*, 5th Ed., South-Western Cengage Learning, 2007

Sabin, William A., *The Gregg Reference Manual*, Tribute ed., 11th ed., McGraw-Hill, 2011

www.gregg.com, Appendix C: Rules for Alphabetic Filing

www.gregg.com, Appendix D: Glossary of Computer Terms

www.merriam-webster.com/dictionary

www.officeskills.org/telephone_etiquette.html.

All 50 examination questions are equally weighted.