

**WATCH CENTER SPECIALIST**  
**Selection Process I.D. #**  
**2028/0722**

**EXAMINATION PLAN**

**WRITTEN EXAMINATION**

Multiple choice exam – 50 items  
Weight = 100%  
Pass = 70% or better  
Time Limit = 2 hours  
Hand-held calculator permitted

<b>Content Area</b>	<b># of Items</b>	<b>Percentage</b>
Arizona Revised Statutes and Legal Considerations	9	18
Basic Computer Knowledge	10	20
Composing Correspondence from Rough Draft	5	10
Interpersonal Skills	6	12
Math Calculations and Data Interpretation	5	10
Principles of Time Management	3	06
Proofreading Information	5	10
Records Management	4	08
Report Writing and Presentation Concepts	3	06
TOTAL	50	100%

**Reference Sources:**

Arizona Revised Statutes. <https://www.azleg.gov/arstitle/> (Titles 13, 28, and 41).

Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System. (IPAWS) <https://www.fema.gov/emergency-managers/practitioners/integrated-public-alert-warning-system>.

*The Arizona Driver License Manual and Customer Service Guide*,  
<https://apps.azdot.gov/files/mvd/mvd-forms-lib/99-0117.pdf>.

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

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

Sabin, William A. *The Gregg Reference Manual*. Tribute 11th Ed. New York: McGraw-Hill, 2011.

Strunk, William Jr. *Elements of Style*. Ithaca, N.Y.: Priv. print. [Geneva, N.Y.: Press of W.P. Humphrey], 1918; Bartleby.com, 1999. [www.bartleby.com/141/strunk5.html](http://www.bartleby.com/141/strunk5.html). 2009.

*The Gregg Reference Manual*. The McGraw-Hills Companies, Inc., 2011. Web. 28 June 2013. <<http://www.gregg.com/>>

This examination consists of 50 multiple choice questions. All questions are equally weighted.