

**OPERATIONS ASSISTANT  
Selection Process I.D. #  
3114/0423**

**EXAMINATION PLAN**

Written Examination  
50 item multiple choice  
Weight = 100%  
Pass = 70% or better  
Time Limit = 1 hour  
Hand-held calculator permitted

CONTENT AREA	# OF ITEMS	PERCENTAGE
1. Storekeeping Practices(1-4)	4	8
2. Safety Principles (5-6)	2	4
3. Practical Math (7-16)	10	20
4. Inventory/Recordkeeping (17-26)	10	20
5. Reading Comprehension (27-35)	9	18
6. Error Checking (36-45)	10	20
7. Interpersonal and Public Contact Principles (46-50)	5	10
<b>TOTAL</b>	<b>50</b>	<b>100</b>

Reference Sources:

Fulton-Calkins, Patsy and Karin M. Stulz, Procedures & Theory for Administrative Professionals, 6th Ed., South-Western Cengage Learning, 2009 (5 items)  
Oliverio, Mary Ellen, William R. Pasewark, Bonnie R. White, The Office, Procedures and Technology, 5th Ed., South-Western Cengage Learning, 2007. (5 items)  
Occupational Safety and Health Administration, <<http://www.osha.gov/>>, "Why do so Many People Have Back Problems?" (3 items)  
Sabin, William A., The Gregg Reference Manual, 11th Edition, McGraw-Hill, 2011, Appendix D. (4 items)  
United States Postal Service Basic Standards for All Mailing Services (1 item)  
<https://pe.usps.com/text/DMM300/601.htm>  
U.S. Small Business Administration. [www.sba.gov](http://www.sba.gov) (1 item)  
InventoryOps.com. Glossary of Inventory Management and Warehouse Operations, <https://www.inventoryops.com/dictionary.htm> (1 item)  
[www.merriam-webster.com/dictionary](http://www.merriam-webster.com/dictionary). (1 item)

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