

**STUDY GUIDE FOR  
ADMINISTRATIVE  
SUPPORT  
COMPUTERIZED TESTS**

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## **Introduction**

### ***Purpose of the Study Guide***

This study guide is a tool to help you prepare for the computerized exam. It does not contain information that you must memorize. The exam measures your specific skills needed to work in an admin position. You could take the exam and do well without reading this study guide; however, you will be better prepared if you review the information provided in this study guide before you take the exam.

### ***About Montgomery City-County Personnel Examinations***

As an Equal Opportunity Employer, Montgomery City-County Personnel takes steps to ensure that the exam content is job-related. Studies are conducted to determine the knowledge, skills, and abilities that are essential to satisfactorily perform the duties of the job. These studies assisted in developing the content of the examinations. Pre-employment testing provides an objective and cost-effective means to assess the qualifications of applicants.

### ***Admin Support Computerized Tests***

These computerized tests are used by the City-County Personnel Department to test individuals interested in administrative support employment with the City of Montgomery, County of Montgomery, and/or the Montgomery Municipal Airport.

The computerized exam for **Admin Support Associate** (ASA) is made up of eight different tests. These include the following:

1. MS Excel – Basic 2013
2. MS Word – Basic 2013
3. Keyboarding – Typing
4. Alpha Filing
5. Numeric Filing
6. Math – Basic
7. Reading Comprehension

Once you take the computerized test, your scores are valid for two years for this position. Your scores on these tests can be used to determine your placement on the ASA register.

### ***How To Use This Booklet***

This booklet contains a sample of the exam instructions and the different types of questions on the computerized exam. None of the sample questions will be on the exam, but they are very similar to the actual questions.

## **Exam Administration Issues**

### ***Exam Administration Policies***

Any person may be disqualified from further consideration if he/she is found to be cheating. Cheating involves any attempt by an individual or group to enhance test scores by means other than actual knowledge or ability, including but not limited to efforts to give or receive information about the exam content or correct responses before, after or during the exam. Examples of cheating during an exam would be:

- Attempting to gain access to the exam under false pretenses;
- Failing to follow instructions;
- Talking to another candidate during the exam;
- Removing or attempting to remove exam materials from the exam site;
- Leaving the exam room, holding room or other location without permission from the Exam Administrator;
- Attempting to use notes, hand held computers or calculators when instructed not to;
- Looking at another candidate's responses or computer screen;
- Working on a test section after time has been called; and
- Giving or receiving exam information from another person.

### ***Requests for Accommodation***

Under the Americans with Disabilities Act (ADA), it is the responsibility of the applicant with a disability to request accommodation which he/she requires in order to participate in the application or examination process. The Personnel Department reserves the right to require documentation of the existence of an ADA disability and the need for accommodation from an appropriate health care or rehabilitation professional. The individual will not be required to provide documentation if both the disability and the need for accommodation are obvious. If you think that you have special needs in order to take the exam, please call Barbara Montoya or Karen Cason, (334-241-2675) as soon as possible before the exam date in order to make your request.

### ***Exam Results***

You will not receive specific scores or exam information. Your exam results are simply used to determine your rank or placement on an employment list or register. Therefore, your rank will be provided based on the job(s) for which you have applied.

When vacancies occur, the top five scoring individuals at the time of the vacancy are referred to the hiring manager. Selections are made from this list of five. Therefore, the higher your rank the greater your chances of being on the lists sent to the hiring managers.

## **Computerized Exams**

As discussed in the previous chapter, the computerized exam for ASA is made up of seven different tests. This booklet will briefly describe each of the tests.

**NOTE:** Each test has a time limit of 10 minutes except for Keyboarding which has a 5 minute time limit. You will work as quickly and accurately as possible in order to answer as many questions as you can within the time limit. You will read a set of instructions for each test before beginning the tests.

### **Keyboarding**

Typing speed and accuracy. Test takers will type from an on-screen text. You will have the option to take a 5 minute practice test before beginning this test.

### **Reading Comprehension**

Measures the ability to read and comprehend passages that are written at a job-related level. You will read a passage and then respond to questions that pertain to the passage you read.

### **Alphabetic Filing**

Test takers will assign correct filing names to a group of files and then sort them in a computer-simulated filing cabinet.

### **Numeric Filing**

Test takers determine the correct consecutive filing order for numeric records.

### **Microsoft® Word [Basic]**

This test measures the ability to correctly modify and format a professional document in Microsoft Word, including but not limited to the following functions:

- Creating Text
- Editing Text
- Page Format
- Tables References

### **Microsoft® Excel [Basic]**

This test assesses basic skill level of Microsoft® Excel including, but not limited to the following operations related to data and text manipulation:

- Editing
- Sorting
- Relocating
- Reworking
- Formatting

### **Basic Math**

Test includes basic addition, subtraction, multiplication, and division.

## **General Tips for Taking the Exam**

### ***On The Day Before The Exam***

On the day before the exam, you should prepare just as you would for any other important appointment. Know where you are going and explore your options for getting there.

Make sure you know how to find the exam site, and get driving directions and information about where to park ahead of time. Prepare what you should take with you to the exam.

Review the examination announcement and your schedule letter which identifies everything you need to bring with you to the exam, (for example: a driver's license or picture ID) and items not to bring to the exam.

Make sure you dress comfortably and in layers, in order to ensure your comfort during the exam.

Get plenty of rest the night before the exam and allow yourself enough time in the morning so you do not have to rush. Being rested and having a clear head on the day of the exam may help as much as any last minute review.

Be aware that you may not use cellular phones, beepers, headphones, or other similar communication devices in the exam center. The use of such devices at the exam center is strictly prohibited and can result in your disqualification.

Be aware smoking and food are not allowed at the exam center.

### ***On The Exam Day***

When you leave for the exam, allow yourself extra time to find parking, to locate the room where you will be taking the exam, to sign-in, to go to the restroom and to get yourself settled.

Be sure to bring your picture identification with you to the exam site. You will not be admitted without proper picture identification.

You will not need to bring anything else with you. This includes study materials, this booklet, pencils, communication devices, calculators, etc.

### **Beginning the Exam**

Before you start your exam, a monitor will check your identification and sign you in to the exam site.

Once everyone is seated, the monitor will read general instructions to the group. You should listen carefully to these instructions because they may help you to perform better on the exam.

