

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.\*\*\***

## **Training and Experience Evaluation**

**Support Services Assistant (General)**

### **Department of Rehabilitation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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## **Section 1: Task Ratings**

### **Instructions:**

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

### **Tasks:**

1. Entering information (e.g., statistical data, case notes, client demographics) into online and/or manual filing systems to ensure personal information is properly stored.
2. Retrieving information from online and/or manual filing systems in order to obtain pertinent information (e.g., case notes, medical records, client demographics).
3. Editing/formatting resource materials (e.g., manuals, memos, policies), documents and reports for accuracy and completeness.
4. Sorting/distributing mail to ensure it reaches its destination in a timely manner.
5. Purging/shredding outdated/obsolete documents (e.g., duplicates of documents, service records, outdated notes) to ensure files are organized and up-to-date.
6. Sending information (e.g., documents, forms, packages) to various recipients to ensure materials reach their destination in a timely manner.
7. Reading work related materials (e.g., memos, reports, correspondence, newsletters) to persons with disabilities to ensure communication of important information.
8. Taking neat and accurate notes and transcribing them as necessary to ensure availability of pertinent information.
9. Driving persons with disabilities to and from work sites, airports, various State agencies, etc. to ensure timely arrival.
10. Guiding persons with disabilities through immediate environment to ensure timely arrival to destination.
11. Orienting persons with disabilities to surrounding environment (e.g., restroom locations, elevators, food concessions) to ensure awareness of immediate environment.
12. Describing work setting to visually impaired parties to ensure awareness of immediate environment.
13. Scheduling meetings/appointments on behalf of others to ensure timelines are met.

## **Section 2: Knowledge and Ability Ratings**

### **Instructions:**

Rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

### **Knowledge and Abilities:**

14. Ability to utilize computer software (e.g., word processing, spreadsheets).
15. Ability to read and follow maps and directions to ensure timely arrival to destinations.
16. Knowledge of the concerns and special needs of persons with disabilities as it relates to the community and working environment.
17. Ability to adapt to changes in priorities, work assignments, and other factors to ensure job expectations are met.
18. Ability to actively listen to others to facilitate communication.
19. Ability to be organized with attention to detail to ensure job efficiency.
20. General knowledge of various disabilities to enhance delivery of services.
21. Ability to maintain professional standards in compliance with applicable policies and procedures.