

“This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click on the ‘**Click here to go to the Internet Exam**’ link at the bottom of the bulletin.”

Qualifications Assessment

For the classification of:

Personnel Specialist



Project conducted by:
Human Resources Modernization Project

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Instructions:

Using the rating scale(s) provided below, you will self-rate your knowledge and experience performing specific job-related actions.

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 for each of the 2 scales provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

SCALE #1 - KNOWLEDGE RELATED TO PERFORMING THIS ACTION:

4 = Extensive Knowledge

I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations. I could instruct others on specific aspects of this task.

3 = Substantial Knowledge

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

2 = Moderate Knowledge

I possess a sufficient knowledge level that would allow me to perform this task successfully in-routine situations.

1 = Limited Knowledge

I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.

0 = No Knowledge

I have no knowledge of how to perform this task or what it may entail.

SCALE # 2 - EXPERIENCE RELATED TO PERFORMING THIS ACTION:

3 = Extensive experience

I have performed this action regularly.

2 = Moderate experience

I have performed this action multiple times, and could effectively perform this action if required.

1 = Limited experience

I have performed this action before, but would still be considered a beginner by others, and I would likely require assistance for successful performance.

0 = No experience

I have never performed this action.

1. Prioritizing and organizing workload to ensure assignments are completed by established time frames.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

2. Verifying the completeness and accuracy of forms and/or documents.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

3. Reading and interpreting technical information materials (e.g., policies and procedures, law, contracts, manuals, numerical data) necessary to complete personnel documents.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

4. Reading and interpreting reference materials and/or numerical data in order to make decisions and provide information.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

5. Conducting research to retrieve information and data for work assignments.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

6. Performing mathematical computations (e.g., addition, subtraction, multiplication, division, percentages) utilizing the basic functions of a calculator to complete assignments.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

7. Applying basic math principles as they relate to personnel/payroll matters (e.g., calculations of salaries).

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

8. Gathering data to provide information and/or direction to others.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

9. Collecting, organizing and compiling data and/or information into written documents (e.g., memoranda, letters, correspondence, reports).

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

10. Providing customer service in accordance with established expectations related to personnel services.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

11. Responding to telephone and/or email inquiries to provide information and answer questions for internal and external customers.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

12. Communicating with various internal/external staff to obtain information, guidance and/or clarification.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

13. Defusing situations with difficult or upset individuals in the work place.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

14. Communicating difficult concepts clearly and effectively (e.g., technical material).

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

15. Collecting attendance/time keeping documents or reports used to calculate pay.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

16. Processing employee benefit enrollment forms (e.g., health, dental, vision, long-term disability, life insurance and/or COBRA) in compliance with work processes and procedures.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

17. Providing employees with information on disability benefit options.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

18. Preparing and responding to requests for employment verifications.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

19. Calculating salary advances for employees in compliance with work processes and procedures.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

20. Calculating salary for appointments (e.g., new hires, promotions).

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

21. Tracking and verifying that salary increases for employees are processed timely.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

22. Processing, tracking, and/or collecting money owed by the employee to the employer.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

23. Processing, tracking, and/or distributing salary garnishments to ensure compliance with court orders.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

24. Preparing separation/final pay documents to determine final compensation, and appropriate benefits.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

25. Using word processing software to prepare memoranda, correspondence, and other documents and materials.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience

26. Using electronic database (information storage and retrieval systems) programs to enter, organize, track, and retrieve information.

Knowledge related to performing this action:

- Extensive Knowledge
- Substantial Knowledge
- Moderate Knowledge
- Limited Knowledge
- No Knowledge

Experience related to performing this action:

- Extensive Experience
- Moderate Experience
- Limited Experience
- No Experience