

***This is only a **preview** of the exam statements for the LEAP, Staff Services Analyst, Readiness Evaluation. This is not the actual Readiness Evaluation. You will be asked to respond to each statement indicating how your training and experience relate to each. To take the actual exam, please refer back to the bulletin and click the “LEAP Staff Services Analyst Readiness Evaluation” link that is at the bottom of the bulletin.

LIMITED EXAMINATION AND APPOINTMENT PROGRAM (LEAP)

READINESS TRAINING AND EXPERIENCE EVALUATION FOR

STAFF SERVICES ANALYST (GENERAL)

SECTION 1
PERSONAL CHARACTERISTICS
STAFF SERVICES ANALYST (General)

If we were to contact your current or most recent supervisor, how would he/she rate you in the following categories?

- 1 Punctuality.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

2. Dependability.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

3. Attendance.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

4. Ability to follow directions/instructions.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

5. Ability to work independently.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

6. Relationships with others.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

- 7 Flexibility in job assignments.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

8. Ability to complete assignments.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

9. Ability to meet deadlines.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

10. Ability to prioritize your work.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

11. Maintain confidentiality.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

12. Maintain professional ethics.
 - a) Excellent
 - b) Good
 - c) Satisfactory
 - d) Needs Improvement

THIS COMPLETES SECTION 1.

PROCEED TO THE NEXT SECTION.

SECTION 2
Interpersonal Skills
STAFF SERVICES ANALYST (General)

Please rate your skill or ability to:

13. Establish and maintain cooperative relationships.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

14. Negotiate realistic deadlines and timelines for services.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

15. Effectively interact with and relate to individuals at all levels of an organization.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

16. Participate in and contribute to the effectiveness of a group or a team.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

17. Be pleasant and courteous when dealing with individuals holding differing opinions and viewpoints.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

18. Compromise to resolve issues involving differing opinions and viewpoints.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.

- d) I do not possess this skill or ability.
19. Convince and persuade others to agree with one's position on an issue.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
20. Provide input and advice to others on appropriate courses of action for given situations.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
21. Be flexible in adapting to changes in priorities, assignments, and other interruptions impacting timelines and courses of actions.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

THIS COMPLETES SECTION 2.

PROCEED TO THE NEXT SECTION.

**SECTION 3 –
COMMUNICATION
STAFF SERVICES ANALYST (General)**

Please rate your ability to:

22. Interact tactfully and diplomatically over the telephone with a variety of audiences.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
23. Interact tactfully and diplomatically in person with a variety of audiences.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
24. Communicate effectively in stressful situations, such as when dealing with angry or hostile individuals or under emergency conditions.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
25. Communicate clearly and concisely in one-on-one situations, adjusting the level and tone of the message appropriately for the particular audience.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
26. Communicate clearly and concisely within a small group or team, adjusting the level and tone of the message appropriately for the particular audience.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

27. Persuade or influence others through the explanation of issues and data.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

28. Provide clear accurate instructions and directions to individuals with varying levels of understanding.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

29. Write memos and letters using proper grammar, punctuation, and sentence structure.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

30. Write reports, policies, and procedures using proper grammar, punctuation and sentence structure.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

31. Prepare concise written summaries of information received from a variety of sources.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

32. Contact others to obtain information.
 - a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

33. Edit memos and letters for proper content, format, grammar, punctuation, and sentence structure.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
34. Edit reports, policies, and procedures for proper content, format, grammar, punctuation, and sentence structure.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
35. Prepare clear and concise written instructions to audiences with varying levels of understanding.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
36. Take accurate notes when documenting information received from a variety of sources.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
37. Clearly and concisely explain, in writing, the contents of technical materials, such as trade journals, policies, or procedures, to audiences with varying levels of expertise.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
38. Communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

39. Use discretion and diplomacy when responding in writing to the needs, problems, or concerns of others.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
40. Persuade or influence others through the written explanation of issues and data.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
41. Maintain detailed records of work-related activities.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

THIS COMPLETES SECTION 3.

PROCEED TO THE NEXT SECTION.

**SECTION 4 –
RESEARCH AND ANALYSIS
STAFF SERVICES ANALYST (General)**

Please rate your knowledge or ability in:

42. Conducting library research and data gathering techniques.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
43. Using computer-assisted research and data gathering techniques.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
44. Using survey research methodology and techniques.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
45. Designing and administering surveys for the collection of data.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
46. Presenting research findings and results.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
47. Organizing and summarizing the most pertinent information obtained from research and data gathering.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

48. Assimilating information and data from multiple sources into a concise whole for effective analysis.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
49. Extracting specific, relevant data and information from a larger body of materials.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
50. Formulating a hypothesis based upon available data or information.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
51. Checking and verifying the accuracy and completeness of data and information.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
52. Comprehending and interpreting complex information and materials, including standards, procedures, and policies.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
53. Comprehending and interpreting technical information and materials.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

54. Applying policies and procedures in the completion of work assignments.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
55. Applying technical principles and standards in the completion of work assignments.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
56. Identifying exceptions to established standards, procedures, and/or policies.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
57. Reading and interpreting charts and graphs.
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
58. Performing basic statistical calculations (e.g., mean, standard deviation, and variance).
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.
59. Performing arithmetic computations (e.g., addition, subtraction, multiplication, division, ratios, decimals, and percentages).
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

60. Presenting numerical data in a clear and logical format (e.g., tables, bar charts, pie charts, and graphs).
- a) I possess this skill or ability, have applied it on the job, and have supervised or trained others in this area.
 - b) I possess this skill or ability and have applied it on the job.
 - c) I possess this skill or ability but have NOT applied it on the job.
 - d) I do not possess this skill or ability.

THIS COMPLETES SECTION 4.

PROCEED TO THE NEXT SECTION.

**SECTION 5
DECISION MAKING AND PROBLEM SOLVING
STAFF SERVICES ANALYST (General)**

Please rate your knowledge or experience with the following:

61. Decision-making techniques and processes to identify and make appropriate decisions from a variety of alternatives.
 - a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).

62. Problem-solving techniques and processes to facilitate the identification and resolution of problems and issues related to the completion of work assignments.
 - a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).

63. Analyzing and evaluating situations accurately and thoroughly to determine and implement effective, appropriate courses of action.
 - a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).

64. Analyzing and evaluating data and information to formulate conclusions and courses of action.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).
65. Recognizing the ramifications and impact of decisions and/or actions in determining the most appropriate course of action.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).
66. Analyzing the pros and cons of proposed alternatives.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).
67. Making appropriate decisions based upon the facts and information available.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).

68. Making appropriate decisions within time constraints with limited information.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).
69. Identifying problems to determine cause and potential impact.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).
70. Analyzing and evaluating problems to determine impact and appropriate resolution.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).
71. Formulating relevant issues related to a variety of problems or issues for discussion, presentation, and or review with management.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area).
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job).
 - c) Limited Knowledge (I have education or training relevant to this knowledge, but have not applied it in an actual job).
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge).

**THIS COMPLETES SECTION 5.
PROCEED TO THE NEXT SECTION**

**SECTION 6
PROJECT, PROGRAM AND WORKLOAD MANAGEMENT
STAFF SERVICES ANALYST (General)**

Please rate your knowledge or experience with the following:

72. Knowledge of cost/benefit analysis principles and concepts.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
73. Knowledge of financial analysis principles and concepts.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
74. Knowledge of program evaluation methods.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
75. Knowledge of basic marketing principles and concepts.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

76. Analyzing and evaluating the impact and effectiveness of programs, policies, or procedures.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
77. Developing detailed and specific procedures and processes related to a complex program.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
78. Planning for the implementation of new and/or revised programs.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
79. Organizing and identifying the work activities to be completed by a work team or task force completing a project.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

80. Using time management techniques to provide for efficient prioritization and completion of projects and assignments.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
81. Developing short-range and long-range plans and timelines to complete projects and assignments.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
82. Prioritizing assignments and projects to ensure completion within established timeframes and by expected deadlines.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
83. Recognizing the need to shift priorities and resources to complete projects and assignments.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

84. Identifying information, materials, and resources needed to complete projects and assignments.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
85. Organizing and coordinating related tasks and activities to be completed on a project or work assignment.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
86. Working under the pressure of a heavy workload and tight timelines.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)
87. Working independently on projects or assignments without close supervision or detailed instructions.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

88. Carrying a workload consisting of multiple projects and assignments.
- a) Extensive Knowledge (I have applied this knowledge in an actual setting while performing a job and have supervised or trained others in this area.)
 - b) Moderate Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - c) Limited Knowledge (I have applied this knowledge in an actual setting while performing on the job.)
 - d) No Knowledge (I have little or no experience, education or training relevant to this knowledge.)

**THIS COMPLETES SECTION 6.
PROCEED TO THE NEXT SECTION**

**SECTION 7
EXPERIENCE
STAFF SERVICES ANALYST (General)**

Please rate your experience in:

89. Using word processing software (e.g., Word, WordPerfect) to develop and format written documents.
- a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.
90. Using spreadsheet software (e.g., Excel, Lotus, and QuatroPro) to create, organize, and present tables, graphs and charts.
- a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.
91. Using spreadsheet software (e.g., Excel, Lotus, and QuatroPro) to perform Mathematical calculations.
- a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.
92. Using database software (e.g., Access, dBase, FoxPro) to input, organize, track and retrieve data.
- a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.
93. Using desktop publishing software (e.g., Publisher, PageMaker) to create newsletters, brochures or promotional flyers, etc.
- a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.
94. Using presentation software (e.g., PowerPoint, Harvard Graphics) to design and develop visual presentations and handouts.
- a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.

95. Using the Internet for research and information.
 - a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.

96. Designing and developing oral presentations for a variety of audiences.
 - a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.

97. Making formal presentations to audiences of 30 or more individuals.
 - a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.

98. Providing group training to transfer specific knowledge and/or skills.
 - a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.

99. Providing one-on-one training to transfer specific knowledge and/or skills.
 - a) Extensive Experience (Over 1 year).
 - b) Moderate Experience (6-12 months).
 - c) Limited Experience (up to 6 months).
 - d) No Experience.

**THIS COMPLETES SECTION 7.
END OF EVALUATION**