

02731

TELEPHONE OPERATOR 1

EXAMINATION METHOD: The examination for Telephone Operator 1 consists of a computer-administered test. To be eligible for employment consideration an applicant must attain a passing score of 70 or greater on the examination. An applicant's standing or rank on an eligible list is based on this computer examination score.

TEST SUMMARY: The computer administered test consists of 60 multiple choice questions organized into four test sections. Each test section has been designed to assess the knowledge, skills, and abilities required to effectively perform the job of Telephone Operator 1. The four test sections are:

Telephone Operations - Questions assess an applicant's ability to listen, recognize, and gather thorough information, as well as to properly respond to incoming calls presented in an audio file. This section is divided into two subsections. Each subsection focuses on a variety of questions that a Telephone Operator may be asked when handling telephone operations on the job. (30 questions)

Logic - Questions assess an applicant's ability to arrive at a logical conclusion from information presented. (8 questions)

Clarity of Expression – Questions assess an applicant's ability to express information in a clear, concise form that summarizes the information provided. (7 questions)

Word Meanings - Questions assess an applicant's ability to use words properly. (15 questions)