

PIMA COUNTY HUMAN RESOURCES

OFFICE SUPPORT LEVEL (OSL) WRITTEN & SKILLS TESTING – 2015

Friday, December 18, 2015: 8:30 AM & 12:30 PM – Written Test*
10:00 am – 12:00 pm & 2:00 pm – 4:00 pm – Skills Test**

FIRST: You MUST **apply** to REQUISITION #1568 for OSL testing which will be available online from **Friday, December 4, 2015 until 12:05 a.m. Saturday, December 12, 2015.**

SECOND: After application has been completed, you will need to **call HR (520-724-8028)** to register for a seat to take the written test (times listed above)

*Written test held at **150 W Congress, 4th floor**

Skills test held at **Public Works Bldg., 201 N. Stone Ave., 9th floor (no appointment is necessary – just show up during the hours listed above.)

(The Written Test takes approximately 2 hrs. and 15 min.)

(The Skills Tests include Typing and Data Entry and takes less than 30 min.)

PLEASE NOTE: Applicants must be 18 years of age to apply for a regular Pima County position.

SEATS ARE LIMITED. REGISTRATION for the written test is on a FIRST-COME, FIRST-SERVED BASIS.

OFFICE SUPPORT SERIES TEST – Class Code 3000

OFFICE SUPPORT LEVEL I, II, III, IV,
LITIGATION SUPPORT-CA,
LEGAL PROCESSING SUPPORT-CA
VOTER REGISTRATION CLERK

LOCATION: Pima County Human Resources
150 W Congress – Admin West Bldg.
Training Room, 4th floor
Tucson, AZ 85701

ARRIVE AT LEAST 15 MINUTES PRIOR to your scheduled written exam. The doors will close promptly at **8:30 AM** and at **12:30 PM**. You are allowed **2 hours and 15 minutes** for the written test.

Please complete the online profile/application **no later than Friday, December 11, 2015** in order to secure your seat for the testing. The application requires you to identify the job classifications you wish to be considered for. Information regarding the seven (7) different classifications within the Office Support Level (OSL) series is included on the following page.

Please go to select the correct Career Center (Step 3) to complete your profile/application **and** apply to **Requisition #1568**, which is for the OSL recruitment(s).

Skills Testing (Typing and Data Entry) - Will also be available on 12/18/2015 from 10:00 AM – 12:00 PM and 2:00 PM – 4:00 PM on the 9th floor testing room in the Public Works Building. (No appointment is necessary for skills testing. Just show up during the listed times)

- You **MUST** bring your County ID, driver license or government-issued photo ID
- You **MUST** have completed your profile/application in the new ADP Applicant Tracking System **NO LATER THAN FRIDAY, December 11, 2015** in order to secure your seat for the testing.
- You **MUST** have reserved a seat for the written test by calling HR [(520) 724-8028].

You will not be allowed to test without bringing the appropriate ID and having completed the on-line profile/application.

CHILDREN ARE NOT ALLOWED IN TESTING ROOM OR UNATTENDED IN LOBBY



IF YOU BRING A CELL PHONE OR PAGER TO THE TEST, IT MUST BE TURNED OFF!! IF YOUR PHONE OR PAGER RINGS DURING THE TEST, YOU WILL BE ASKED TO LEAVE AND WILL NOT BE ELIGIBLE TO RETEST FOR 90 DAYS!!

PIMA COUNTY OPEN AND COMPETITIVE RECRUITMENT

OFFICE SUPPORT SERIES – Class Code 3000

These are tested classifications. To be considered for any of the positions in these classifications, you must pass the written test.

HOW TO APPLY:

- **Complete** the online profile/application **no later than FRIDAY, December 11, 2015.**
- **Review** this form and **select the appropriate job titles** you would like to be considered for under “My Tasks” Pending Tasks in the Office Support series of our applicant tracking system.
- **Call** Pima County Human Resources [(520) 724-8028] after completing the online application between **8 a.m. and 5 p.m.** to register for a seat to take the written test. Please remember testing is **first-come, first served** and **seats are limited.**
- **Attend** the test at the HR Office, 150 W Congress, 4th floor on December 18, 2015. Written test lasts about 2 hours and 15 minutes. Skills testing lasts less than 30 minutes.

ALL CELL PHONES AND PAGERS MUST BE TURNED OFF DURING THE EXAM

OFFICE SUPPORT LEVEL I

Grade: 13

Minimum Hourly Starting Salary: \$10.76

Performs routine clerical support tasks according to detailed instructions. Assignments are checked for accuracy, adherence to instructions and rate of performance. Typical duties for this classification include but are not limited to: Interaction with the public; answering multi-line phones; scheduling appointments; keyboarding; data entry; filing; copying; sorting mail; preparing mail; courier duties; and operating various kinds of office equipment.

OFFICE SUPPORT LEVEL II

Grade: 18

Minimum Hourly Starting Salary: \$11.74

Performs a variety of clerical support tasks with some instructions regarding details of the assignment. Typical duties for this classification include but are not limited to: Interaction with the public, resolving routine problems; answering multi-line phones; scheduling appointments; keyboarding, word processing charts, graphs, tables; transcribing; data entry; establishes and maintains filing systems; copying, key copier operator; screening mail; preparing mail; calculates fees, records payments, balances routine accounts; operating various kinds of office equipment; and training and leading other office staff.

OFFICE SUPPORT LEVEL III

Grade: 23

Minimum Hourly Starting Salary: \$12.84

Processes documents of a specialized nature with some instruction and performs other clerical support tasks as required. Most positions specialize in legal, accounting, collections, medical or program specific processing. Typical duties include but are not limited to: Interaction with the public, answering general procedural questions concerning specialized documents; keyboarding, word processing correspondence, reports and specialized data; researches manual and automated systems to gather or verify data; creates and maintains spreadsheets and databases; operates various kinds of office equipment.

OFFICE SUPPORT LEVEL IV

Grade: 25

Minimum Hourly Starting Salary: \$13.33

Provides specialized clerical support to a division manager, department or program and receives limited instruction with respect to details of the assignment. Typical duties for this classification include but are not limited to: Interaction with the public; transcribing dictation and typing highly specialized reports such as legal reports, medical documents and minutes of meetings; edits documents; gathers information, researches and prepares routine and specialized correspondence, reports and forms; training, assigning and reviewing the work of clerical staff. OSL IV requires proof of typing speed of 45 wpm.

LITIGATION SUPPORT - COUNTY ATTORNEY

Grade: P1

Minimum Hourly Starting Salary: \$11.74

Performs generalized clerical tasks and interacts with the general public. All applicants must pass a criminal history background investigation prior to appointment. This classification must be selected if interested in clerical positions with the Office of the County's Attorney.

LEGAL PROCESSING SUPPORT - COUNTY ATTORNEY

Grade: P2

Minimum Hourly Starting Salary: \$13.33

Processes legal documents of a specialized nature with some instruction with respect to details of the assignment. All applicants must pass a criminal history background investigation prior to appointment. This classification must be selected if interested in clerical positions with the Office of the County's Attorney.

VOTER REGISTRATION CLERK

Grade: 23

Minimum Hourly Starting Salary: \$12.84

This classification performs clerical, data entry, signature verification, and petition processing work in the Voter Registration Unit. Typical duties include: Creates or modifies voter records; accounts for and processes returned ballots; provides information to staff and to the general public concerning voter registration and voting laws, rules and regulations.

The basic process used to select applicants for the vacancies is done by computer. The computer matches the applicant's skills, experience and test scores to the department requirements and then picks the best matches.

NOTE TO PIMA COUNTY EMPLOYEES: Failure to pass probation may result in layoff. Pima County provides equal access and equal opportunity in employment and services and does not discriminate.

NOTICE TO ALL APPLICANTS

- Minimum qualifications will be determined by test scores.
 - Written exam is valid for one (1) year from the date taken.
 - Skills tests (typing and data entry) are valid for one year from the date taken.
-

OSL TESTING PROCESS

- You will take one written exam to qualify for all of the Office Support Level (OSL) classifications.
 - You must complete the written exam.
 - The scores for each module will be combined for a total score.
 - The total score of the exam will determine which Office Support classifications you qualify for.
-
- The qualifying scores for each OSL classification will be identified in a letter emailed to you.

The following chart explains the written portion of the test and the optional skills tests.

SECTIONS OF THE WRITTEN TEST	
Customer Service Concepts	Knowledge of effective methods, techniques and related human relations abilities associated with providing customer service.
Filing	Alphabetic and numerical format, requiring alphabetizing, ranking, sorting and insertion.
Spelling	Word usage, grammar and spelling set in a work related environment similar to proofreading.
Reading with Understanding	Understanding written material (reading comprehension).
Computational Skills	Arithmetic word problems involving decimal values to two places, percentages and averages. (Calculator not permitted).
SKILLS TESTS	
Typing (Required for OSL IV only)	This is an optional test with a standard pass rate of 45 net words per minute. Some positions may require higher speeds.
Data Entry	This is an optional test that the hiring department may ask for.

***Typing certificates will be accepted, but they MUST contain ALL of the following:**

- 1. Typed on the agency's letterhead (with contact name, title and phone #)**
- 2. Must be less than one (1) year old.**
- 3. Show that it is a five minute test.**
- 4. Show gross words per minute.**
- 5. Show net words per minute.**
- 6. Show number of errors.**