

PIMA COUNTY HUMAN RESOURCES
OFFICE SUPPORT LEVEL (OSL) WRITTEN TESTING – 2016

Thursday, August 18, 2016: 8:30 AM & 12:30 PM – Written Test*

Friday, August 19, 2016: 8:30 AM & 12:30 PM – Written Test*

FIRST STEP: APPLY to JOB# TBD for 3000 – Office Support Series Test which will be available online from Friday, August 5, 2016 until Friday, August 12, 2016 at 11:59 p.m..

SECOND STEP: REGISTER for a seat online, **after** completing the application

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

(The Written Test takes approximately 2 hrs. and 15 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,
VOTER REGISTRATION CLERK

LOCATION: Pima County Human Resources
150 W Congress – Admin West Bldg.
HR 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, AUGUST 12, 2016** 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 www.pima.gov/hr, then select Recruitment, Selection & Job Openings, click on the link (Pima County Employment Opportunities) near the bottom of the page **and** apply to **Job# TBD** for 3000 – Office Support Series Test.

- You **MUST** bring your County ID, driver license or government-issued photo ID
- You **MUST** have completed your profile/application online no later than Friday, August 12, 2016 in order to secure your seat for the testing.
- You **MUST** have reserved a seat for the written test **online** as part of the application process.

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, AUGUST 12, 2016.**
- **Review** this form and **select the appropriate job titles** you would like to be considered for.
- **Register online** for the date and time you would like to 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 the date that you registered for (August 18, 2016 or August 19, 2016). Written test lasts about 2 hours and 15 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.

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.**

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.**
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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).