



**Department of
Civil Service**

A Guide to the Written Test

for the

Administrative Assistant Trainee 1 Series

Includes the following titles:

38701 Administrative Assistant Trainee 1

38702 Administrative Assistant Trainee 1 (Spanish Language)

Administrative Assistant Trainee 1

TEST GUIDE

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GENERAL INFORMATION

Introduction: The New York State Department of Civil Service has developed this Test Guide to familiarize you with the written test for **Administrative Assistant Trainee 1**. The information presented in this Test Guide may help you in preparing to take this examination, which is in the **Second-Level Clerical** examination series.

What is an examination series: An examination series is a collection of examinations that are held on the same date and that use the same test booklet(s). An examination series may contain just a few examinations or several hundred. The examinations in an examination series are usually in related occupational areas.

Determining the subject areas for your examination(s): To determine the subject areas that are included on your examination, you should refer to the examination announcement for the particular examination you are taking. On the announcement, the subject areas are listed under the heading: "Subjects of Examination."

Using the Candidate Directions to determine which questions to answer: At the test site, you will be given a set of Candidate Directions. The Candidate Directions will contain a Test Plan Chart for your examination. Read the directions for the Test Plan Chart very carefully so that you correctly identify the sets of questions you need to answer for the examination you are taking. A Sample Test Plan Chart appears in the next section of this Test Guide.

Test question format: All the test questions in the Administrative Assistant Trainee 1 examination series will be multiple-choice questions.

Time allowance: The overall time allowance for this series is: **6 hours**.

Subject area information: This Test Guide provides a detailed description of each subject area in the Administrative Assistant Trainee 1 examination. This includes an explanation of how questions will be presented and how to correctly answer them.

Sample questions: This Test Guide provides at least one sample question for each of the subject areas in this examination. The sample questions are similar to what will be presented in the test booklet. This Test Guide provides the solution and correct/best answer for each sample question presented. You should study these carefully in order to understand how the correct or best answers were determined.

Test Security: Please read the brief discussion on Test Security provided on page 11 of this Test Guide. It provides an explanation of the test taker's obligations and responsibilities.

Tips for Taking the Test: Page 11 of this Test Guide provides some tips on how to prepare for and take a NYS Civil Service test.

REASONABLE ACCOMMODATIONS IN TESTING

It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

For more information about NYS Civil Service written tests, go to: <http://www.cs.ny.gov/testing/statetestguides.cfm>

This webpage contains links to test guides for a variety of examinations and to the two general test guides listed below:

- *A General Guide to Written Tests*
- *How to Take a Written Test*

SAMPLE TEST PLAN CHART

At the test site, you will receive a set of **Candidate Directions**. The Candidate Directions will contain a **Test Plan Chart and a list of examinations**, similar to those shown below. You will use the Test Plan Chart you receive on the day of the written test to determine which test questions you should answer for the examination(s) you are taking. The monitor is not permitted to assist you in this.

Test Plan Chart

Test Plan No.	Test Booklet 400-A				Test Booklet 401-A			Total Number of Questions
	1 to 15	16 to 30	31 to 45	46 to 60	1 to 30	31 to 45	46 to 75	
1	X	X	X	X				60
2		X		X	X	X		75
3		X		X	X		X	90

Exam No.	Title	Test Plan No.
21-331	Worker 1	1
31-336	Worker 2	2
31-337	Supervising Worker	3

Determining which test questions to answer:

On the Test Plan Chart you receive on the day of the written test, you should take the following steps:

- Find your examination(s) in the list of examinations.
- Find the test plan number(s) for your examination(s) in the column on the right.
- In the left-hand column of the Test Plan Chart, circle each **Test Plan Number** for the examination(s) you are taking.
- For each Test Plan Number you have circled, circle each **X** that appears in the same row.
- Answer each set of questions listed at the top of each column in which you have circled an **X**.
Note: These are the questions you need to answer. If you are taking more than one examination, you will need to answer each set of questions with a circled **X only once**.
- You should mark all of your answers on the answer sheet.

In the last column of the Test Plan Chart is the total number of questions to answer for each examination.

Example using the sample test plan chart above:

If you were approved for the Worker 2 examination, you should answer questions 16-30 and 46-60 in test booklet 400-A and questions 1-30 and 31-45 in test booklet 401-A. You should answer a total of 75 questions.

If you were approved to take both the Worker 1 and Worker 2 examinations, you should answer questions 1-60 in test booklet 400-A and questions 1-45 in test booklet 401-A. You should answer a total of 105 questions if you were approved to take both of these written tests.

LIST OF SUBJECT AREAS

There are 3 subject areas for the Administrative Assistant Trainee 1 examination.

- 1. NAME AND NUMBER CHECKING:** These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.
- 2. OPERATIONS WITH LETTERS AND NUMBERS:** These questions test for skills and abilities in clerical operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.
- 3. UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL:** These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

SUBJECT AREA 1

NAME AND NUMBER CHECKING: These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

TEST TASK: You will be asked to determine if the information is the same or different in each of three sets.

Directions: Each of the questions consists of a set of information written three times. Compare the three sets of information given in each question; then select:

Choice A - *if only the first and second sets are exactly alike*

Choice B - *if only the first and third sets are exactly alike*

Choice C - *if only the second and third sets are exactly alike*

Choice D - *if no two sets are exactly alike*

SAMPLE QUESTION 1:

Set 1

Fruchter, William
543 Peter Avenue
Potsdam, N.Y. 12435
809-43-4537
5' 10" 170 lbs. GR

Set 2

Fruchter, William
543 Peter Avenue
Potsdam, N.Y. 12345
809-43-4537
5' 10" 170 lbs. GR

Set 3

Fruchter, William
543 Peter Avenue
Potsdam, N.Y. 12435
809-43-4537
5' 10" 170 lbs. GR

SOLUTION: *The zip code in the third line of the second set is 12345. The zip code in the third line of the first and third sets is 12435. The information given in the first and third sets is exactly alike; therefore, the correct answer is B.*

Sample Question 2 is on the following page.

SUBJECT AREA 1 (Continued)

NAME AND NUMBER CHECKING (Cont.)

SAMPLE QUESTION 2:

Set 1

Gonzalez, Sharon
54 Laird Drive
Hartford, NY 13413
160-403-6973
4' 11" 110 lbs. BR

Set 2

Gonzalez, Sharon
54 Laird Road
Hartford, NY 13413
160-403-6973
4' 11" 110 lbs. BR

Set 3

Gonzales, Sharon
54 Laird Drive
Hartford, NY 13413
160-403-6973
4' 11" 110 lbs. BR

SOLUTION: *The name in sets 1 and 2 is Gonzalez; in set 3, the name is Gonzales. The address in sets 1 and 3 is 54 Laird **Drive**; in set 2, the address is 54 Laird **Road**. Since no two sets are exactly alike, the correct answer to sample question 2 is Choice **D**.*

SUBJECT AREA 2

OPERATIONS WITH LETTERS AND NUMBERS: These questions test for skills and abilities in operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

TEST TASK: Each question involves a variety of operations with letters and numbers. Your task will be to determine the correct answer by alphabetizing, comparing, checking, and/or counting a given group of letters and/or numbers.

SAMPLE QUESTION 1:

Which one of the following letters is as far after C in the alphabet as T is after O?

- A. G
- B. H
- C. I
- D. J

The correct answer to Sample Question 1 is Choice B.

SOLUTION TO SAMPLE QUESTION 1: To answer this question correctly, you must first count the number of letters that fall between O and T in the alphabet. There are four such letters (P, Q, R, S). You must then count four letters from C (D, E, F, G), and then identify the next letter, H. **Since the letter H is as far after C in the alphabet as T is after O, choice B is the correct answer.**

SAMPLE QUESTION 2:

In the following list of numbers, how many times does 8 come just after 6 when 6 comes just after an odd number?

6325687253494236844576842396868

- A. 2
- B. 3
- C. 4
- D. 5

The correct answer to Sample Question 2 is Choice C.

SOLUTION TO SAMPLE QUESTION 2: To answer this question correctly, you must read the list of numbers from left to right and:

- locate each 8 that comes just after a 6 in the list of numbers given in the problem
- determine whether the 6 comes just after an odd number
- count how many occasions where 8 comes just after a 6 that comes just after an odd number

In this problem, there are 4 occasions where 8 comes just after a 6 that comes just after an odd number (568, 368, 768, 968). Since 8 comes just after 6 when 6 comes just after an odd number a total of 4 times, choice C is the correct answer.

SUBJECT AREA 3

UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL: These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and **not** on what you may happen to know about the topic.

TEST TASK: You will be provided with brief reading passages and then will be asked questions relating to the passages. All the information required to answer the questions will be provided in the passages.

SAMPLE QUESTION:

“Increasingly, behavior termed ‘road rage’ is being viewed as a public health issue, because of the number of deaths and injuries related to it. Such behavior is often a reaction to the feeling that one has been treated unfairly by another driver, and it is much less likely to occur if a driver is treated fairly. ‘Fair play’ on the road includes the observance not only of traffic regulations but also of the rules of courtesy. Courteous driving is based on common sense consideration for other drivers and a strong desire to make the roads safe for everyone. Good highway manners should become just as much a matter of habit as other kinds of manners.”

Which one of the following statements is best supported by the above selection?

- A. Courteous driving contributes to road safety.
- B. Those who are generally polite are also courteous drivers.
- C. Unlike driving courtesy, the observance of traffic regulations is a matter of habit.
- D. Being courteous when driving is more important than observing traffic regulations.

The correct answer to this sample question is A.

SOLUTION: To answer this question correctly, you must evaluate each choice against the written selection and determine the one that is best supported by the written selection.

Choice A states, “Courteous driving contributes to road safety.” Choice A is supported by the statement in the written selection that, “Courteous driving is based on...a strong desire to make the roads safe for everyone.” This is the correct answer.

Choice B states, “Those who are generally polite are also courteous drivers.” Choice B is not supported by the written selection. The written selection does not mention “those who are generally polite” at all. Choice B is not the correct answer to this question.

Choice C states, “Unlike driving courtesy, the observance of traffic regulations is a matter of habit.” Choice C is not supported by the written selection. The written selection makes no such bold statement. Instead, the written material mildly suggests that “Good highway manners should become just as much a matter of habit as other kinds of manners.” Choice C is not the correct answer to this question.

Choice D states, “Being courteous when driving is more important than observing traffic regulations.” Choice D is not supported by the written selection. The written selection states, “‘Fair play’ on the road includes the observance not only of traffic regulations but also of the rules of courtesy.” The written selection does not state that being courteous is more important than observing traffic regulations. Choice D is not the correct answer to this question.

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service.

- Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others.
- Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine.
- Candidates who violate test security may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years.
- You should not discuss the questions and answers, even in general terms, after you take the test.
- You should be careful that you do not inadvertently violate test security and put yourself at risk.

TIPS FOR TAKING THE TEST

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

Before the test ...

- Study and review this *Test Guide* to familiarize yourself with what the test will cover.
- Study and review the subject areas to be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Bring your *Admission Notice*, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack if permitted, and any other **allowed** materials.
- Calculators are allowed as described in the announcement. You may bring a hand-held battery- or solar-powered calculator for use on this test. You will **not** be permitted to use the calculator function of your cell phone.
- Do **not** bring this *Test Guide* to the test site.

At the test site ...

- Do **not** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site, including the test room, hallways, restrooms, building, grounds, and parking lots, could result in your disqualification.

During the test ...

- Read and follow all directions on your *Admission Notice*, test booklets, answer sheets, and *Candidate Directions*.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **not** remove any test materials from the test room.
- Do **not** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **not** discuss the test material with others.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make the information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.



Department of Civil Service

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