

PERSONNEL DEPARTMENT CITY OF LOS ANGELES
 TRAINING AND EXPERIENCE ASSESSMENT
 SENIOR CLERK TYPIST
 (Class Code 1368)
 MAY 4, 2007

DUE DATE	TEST WEIGHT	TYPE OF TEST
May 17, 2007	100%	Training and Experience Questionnaire

Instructions

Your answers to these questions, along with the Senior Clerk Typist job application will be presented to an expert review panel for an assessment of your preparation to perform the duties of a Senior Clerk Typist. Based on the panel's evaluation, you will be assigned a numeric score and placed, in score order, on a list of candidates that are eligible to be considered for appointment as a Senior Clerk Typist with the City of Los Angeles.

Note:

Candidates must submit both their City Application and Senior Clerk Typist Training and Experience Questionnaire to be considered further in the examination process.

The Training and Experience evaluation will focus on your knowledge of English usage, spelling and punctuation; planning, organizing and decision-making skills; interpersonal, communication and customer service skills; ability to supervise other clerical workers; and other necessary abilities and personal qualifications.

Read each question carefully before starting to work. Your response is restricted to one page per question. Follow the instructions carefully and do not write more than necessary. Be specific and concise while demonstrating your knowledge of the important factors involved in the question. Write in narrative form using complete sentences.

If you do not respond to all the problems you will be disqualified in this examination.

All examination materials are the property of the City of Los Angeles Personnel Department. You may keep a copy of your response if you so desire. You will not be able to obtain a copy from the Personnel Department.

In addition to responding to the Training and Experience Questionnaire, you must complete the following Certification Statement.

Certification Statement

Please read the following statements and complete this form.

I understand that my City Application and Training and Experience Questionnaire must be completed and submitted together online by THURSDAY, MAY 17, 2007, to be considered a candidate in this examination.

I certify that the Training and Experience Questionnaire and all of the responses to the questions are true and complete, and were authored, written, and prepared in their entirety solely by me. I understand that false, misleading or incomplete information shall be sufficient cause for disqualification in this examination or dismissal and other penalties as may be prescribed by law.

NAME: LAST	FIRST	MIDDLE INITIAL
SOCIAL SECURITY NUMBER	E-MAIL ADDRESS	

Instructions

The Training and Experience Questionnaire consists of the five questions listed below. All candidates must answer questions one through five. In responding to the questions, it might be helpful to first review all the questions in order to avoid repeating the same information on your responses to different questions. Your response to each question is limited to one page.

If you are experiencing technical problems with this supplemental, please report it at <http://www.lacity.org/per/exams/supquest.cfm?ClassCD=1368>

Senior Clerk Typist – 2007
Training and Experience Questionnaire

1. Describe how your background, experience, and training have prepared you to effectively perform the duties of a Senior Clerk Typist.

Senior Clerk Typist – 2007
Training and Experience Questionnaire

2. Describe a situation in which you were required to complete multiple projects with conflicting deadlines. How did you ensure that each project was completed thoroughly and that the required deadlines were met? What tools, if any, did you use? How did you determine priorities?

Senior Clerk Typist – 2007
Training and Experience Questionnaire

3. Describe the most challenging experience you have encountered when dealing with your supervisor, co-worker, or the public. Explain specific actions you took to resolve the situation, and why you took those actions. What was the outcome and the person's response to the actions you took? If faced with a similar situation in the future, what, if anything, would you do differently?

Senior Clerk Typist – 2007
Training and Experience Questionnaire

4. List the characteristics you possess that will make you an effective supervisor, and explain why you believe these characteristics would be valuable in the role of a supervisor.

Senior Clerk Typist – 2007
Training and Experience Questionnaire

5. Describe the most challenging opportunity you had to demonstrate your supervisory and/or leadership abilities (such as a lead worker or acting supervisor). What made this experience a challenge?