

## CalHR Test Item/KSAPC Linkage Sheet Administrative Assistant I Written Examination

### Examination Section #1

<b>Situational Judgment</b>			
	<b>CalHR's Job Analysis KSAPC Statement</b>		<b>Department's Job Analysis KSAPC Statement</b>
1.	Knowledge of principles, problems, and methods of public and business administration to complete work assignments.	1.	
2.	Knowledge of organization, personnel, and fiscal management to complete daily work assignments.	2.	
3.	Knowledge of office management principles, methods, and procedures to complete work assignments.	3.	
4.	Ability to work independently and carry out a variety of critical and time sensitive projects without detailed instructions.	4.	
5.	Ability to track and monitor pertinent activities (e.g., legislation, program changes, critical correspondence) in an organized fashion to keep the office running efficiently.	5.	
6.	Ability to develop detailed and specific procedures and processes outlining the steps to follow in completing department, program and/or project tasks.	6.	
7.	Ability to identify information, materials, and resources needed to complete a project or assignment.	7.	
8.	Ability to introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.	8.	

<b>Situational Judgment</b>			
	<b>CalHR's Job Analysis KSAPC Statement</b>		<b>Department's Job Analysis KSAPC Statement</b>
9.	Ability to prioritize and schedule the work to be completed by a work team or project task force.	9.	
10.	Ability to manage and prioritize multiple assignments.	10.	
11.	Ability to maintain accuracy and attention to detail when completing multiple assignments.	11.	
12.	Ability to work under pressure and adjust to a diverse working environment.	12.	
13.	Ability to work with diverse individuals to collect the necessary information.	13.	
14.	Ability to remain professional when dealing with internal and external stakeholders.	14.	
15.	Ability to research travel options using the phone and internet to secure travel arrangements for others.	15.	
16.	Knowledge of travel rules and policy to complete travel documents (e.g., travel advances, arrangements, travel expense claims).	16.	
17.	Ability to establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.	17.	
18.	Ability to negotiate and compromise when resolving issues involving differing opinions and viewpoints.	18.	
19.	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of other department staff, outside agency personnel, and/or the public.	19.	

<b>Situational Judgment</b>			
	<b>CalHR's Job Analysis KSAPC Statement</b>		<b>Department's Job Analysis KSAPC Statement</b>
20.	Ability to interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.	20.	
21.	Ability to act as a liaison on behalf of the Administrator when interacting with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues/problems raised.	21.	
22.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.	22.	
23.	Ability to maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments (e.g., personnel-related issues, projects).	23.	
24.	Ability to exercise sound judgment when making decisions in accordance with program or work unit goals and objectives.	24.	
25.	Ability to identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.	25.	
26.	Knowledge of office management principles and procedures for delegating work assignments to staff.	26.	
27.	Ability to monitor the progress of other staff to ensure the quality and timeliness of work assignments under the guidance and direction of the Administrator.	27.	

<b>Situational Judgment</b>			
	<b>CalHR's Job Analysis KSAPC Statement</b>		<b>Department's Job Analysis KSAPC Statement</b>
28.	Ability to train staff on various assignments to ensure consistency.	28.	
29	Knowledge of performance management systems such as probation reports, Individual Development Plans (IDP), and feedback systems to develop staff and improve productivity.	29.	

## **Examination Section #2**

<b>Written Communication</b>			
	<b>CalHR's Job Analysis KSAPC Statement</b>		<b>Department's Job Analysis KSAPC Statement</b>
1.	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free.	1.	
2.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.	2.	
3.	Ability to evaluate written materials to make recommendations for action based upon the information provided.	3.	
4.	Ability to write and develop procedures that are understood by various levels of audiences using proper grammar, punctuation, and sentence structure.	4.	
5.	Ability to review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.	5.	

### Examination Section #3

<b>Reading Comprehension</b>			
	<b>CalHR's Job Analysis KSAPC Statement</b>		<b>Department's Job Analysis KSAPC Statement</b>
1.	Ability to extract relevant data and information from a larger body of material to summarize for reports and procedures.	1.	
2.	Ability to read and comprehend various documents (e.g., policies, procedures, standards, regulations, reports, contracts) to complete work assignments.	2.	
3.	Ability to reconcile discrepancies in data and information to ensure accuracy.	3.	