

CalHR Test Item/KSAPC Linkage Sheet Business Services Assistant

Exam Section #1

Arithmetic Calculations			
	CalHR Multi-Departmental Job Analysis KSAPC statement		Department Job Analysis KSAPC Statement
1.	Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).	1.	

Exam Section #2

Data Accuracy			
	CalHR Multi-Departmental Job Analysis KSAPC statement		Department Job Analysis KSAPC Statement
1.	Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.	1.	

Exam Section #3

Written Communication			
	CalHR Multi-Departmental Job Analysis KSAPC statement		Department Job Analysis KSAPC Statement
1.	Ability to read and comprehend written materials (e.g. reports, memos, letters) to apply information and determine appropriate courses of action.	1.	
2.	Ability to write clear and concise written instructions containing technical information that are comprehensible by audiences with varying levels of understanding.	2.	
3.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.	3.	
4.	Ability to properly use English (e.g. grammar, punctuation, sentence structure) to proofread, prepare, and edit written materials (e.g. memos, letters, reports)	4.	

