

CalHR Test Item/KSAPC Linkage Sheet Executive Assistant Written Examination

Examination Section #1

| Situational Judgment | | | |
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| | CalHR's Job Analysis KSAPC Statement | | Department's Job Analysis KSAPC Statement |
| 1. | Ability to take initiatives, work independently, and complete projects without detailed instructions. | 1. | |
| 2. | Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines. | 2. | |
| 3. | Ability to manage workload and assignments in order to meet work unit and project objectives and deadlines. | 3. | |
| 4. | Ability to work under the pressure of a heavy workload and/or short timelines when completing work assignments. | 4. | |
| 5. | Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments. | 5. | |
| 6. | Ability to use discretion and diplomacy when responding in writing to the needs, problems, or concerns of others. | 6. | |
| 7. | Ability to maintain the confidentiality of sensitive and confidential information (e.g., personnel-related issues, projects). | 7. | |
| 8. | Ability to be flexible in adapting to changes or interruptions in priorities and assignments which may impact pre-established timelines and courses of action for completing projects and assignments. | 8. | |

| Situational Judgment | | | |
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| | CalHR's Job Analysis KSAPC Statement | | Department's Job Analysis KSAPC Statement |
| 9. | 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. | 9. | |
| 10. | Ability to establish and maintain cooperative working relationships with staff and other departments. | 10. | |
| 11. | Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action. | | |
| 12. | Knowledge of time management and prioritization techniques to oversee timely completion of work assignments. | | |

Examination Section #2

| Written Communication | | | |
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| | CalHR's Job Analysis KSAPC Statement | | Department's Job Analysis KSAPC Statement |
| 1. | Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure. | 1. | |
| 2. | Ability to prepare concise written summaries of comprehensive and detailed written materials. | 2. | |
| 3. | Ability to review and edit memos (e.g., reports, policies, procedures, letters) for proper content, format, grammar, punctuation, and sentence structure. | 3. | |
| 4. | Ability to write clear and concise instructions that can be easily understood by audiences of varying levels. | 4. | |
| 5. | Ability to listen and take accurate notes. | 5. | |

| Written Communication | | | |
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| | CalHR's Job Analysis KSAPC Statement | | Department's Job Analysis KSAPC Statement |
| 6. | Ability to summarize separate pieces of written information into a clear and concise single document. | 6. | |
| 7. | Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free. | 7. | |
| 8. | Ability to communicate information clearly and concisely when writing memos and letters to audiences of varying levels. | 8. | |