

CalHR Test Item/KSAPC Linkage Sheet Secretary

Examination Section #1

Situational Judgment			
	CalHR's Job Analysis KSAPC Statement		Department's Job Analysis KSAPC Statement
1.	Knowledge of office methods and systems (e.g., filing, record management, mail processing, terminology) to perform administrative work.	1.	
2.	Knowledge of principles and processes for providing excellent customer service to establish and/or maintain professional relationships and in the completion of work assignments.	2.	
3.	Ability to delegate workload effectively to varying levels of staff to ensure completion of assignments in a timely manner.	3.	
4.	Skill to analyze situations accurately and respond effectively in high stress situations (e.g., complaints, emergencies, staff issues).	4.	
5.	Ability to prioritize workload (i.e., time management) in order to meet deadlines.	5.	
6.	Ability to analyze a project or assignment in order to determine how to complete it in the most accurate and efficient manner.	6.	
7.	Ability to interpret and apply departmental policies and State and Federal laws and regulations to complete assignments including those that contain confidential/sensitive material.	7.	
8.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.	8.	

Examination Section #2

Written Communication			
	CalHR's Job Analysis KSAPC Statement		Department's Job Analysis KSAPC Statement
1.	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, grammar, and punctuation to produce clear and correct work for a broad group of readers and/or audiences.	1.	
2.	Ability to comprehend written sentences and paragraphs to adequately complete assignments.	2.	
3.	Ability to review, evaluate, and edit documents to produce quality work.	3.	

Examination Section #3

Analysis and Prioritizing			
	CalHR's Job Analysis KSAPC Statement		Department's Job Analysis KSAPC Statement
1.	Skill to analyze situations accurately and respond effectively in high stress situations (e.g., complaints, emergencies, staff issues).	1.	
2.	Ability to analyze a project or assignment in order to determine how to complete it in the most accurate and efficient manner.	2.	
3.	Ability to organize information from various sources in a semantically or categorically functional order.	3.	