

Truck Driver Information Guide

What to Expect on the Structured Interview and Work Sample

August and September 2019

**Jefferson County Commission
Human Resources Department
Employee Selection Division**



Table of Contents

I. INTRODUCTION 3

II. TEST DESCRIPTION 3

III. CONTENT MEASURED BY THE TEST 6

IV. PREPARING FOR THE TEST 8

V. ADDITIONAL INFORMATION FOR TAKING THIS TEST 9

VI. TEST CONTACT INFORMATION 10

VII. REMINDER 11

I. INTRODUCTION

The purpose of this information guide is to help explain what to expect on the upcoming test for the Jefferson County Truck Driver position. It will also give you information on how to prepare for the test. This booklet contains information about the interview process, including:

- Introduction
- Interview Description and an Example Question
- Work Sample Information
- Content Measured by the Test
- Preparing for the Interview
- Additional Information for Taking the Test
- Contact Information

You were determined to be minimally qualified for this job by the Personnel Board of Jefferson County, and your name was placed on a list and shared with us here in the Human Resources Department of Jefferson County Commission. This step in the process was considered the primary selection process.

Now you will be participating in the secondary selection process which is a recorded structured interview, along with a work sample. Please remember that the material in this booklet is designed to help prepare you for the test. You will not need the material in this booklet at the time you actually take the test. Therefore, you will not be allowed to carry this booklet into the testing sessions.

II. TEST DESCRIPTION

The upcoming test for Truck Driver consists of a structured interview and work sample. The structured interview will take place on August 22, 2019. The work sample will take place outdoors at Camp Bessemer on either September 13 or 14, 2019. More information on the work sample is provided below.

IMPORTANT NOTE: In order to be considered for this position, you must complete both the structured interview and the work sample. If you do not complete both portions of the test, you will not be considered for the Truck Driver position.

Structured Interview Information

There will be approximately four scenarios and associated focusing questions on the interview. The scenarios will be about issues, situations, responsibilities, activities, incidents, etc., which a new Truck Driver may have to address. You will have time beforehand to prepare your response to some or all parts of the interview. After the preparation period is over, you will be taken to a testing room to begin your interview session. The scenarios and focusing questions will be narrated. You will respond orally to each scenario and all focusing questions. Your response will be recorded. You will have a specified number of minutes to respond to each question. If you complete your response before the allotted time has elapsed you must wait until the time expires and a new scenario is presented.

On the day of the structured interview (August 22, 2019), you will be provided with a test preparation guide that contains all of the actual scenarios and focusing questions you will respond to during the interview. You will have a specified number of minutes to read through the scenario and focusing questions and prepare your responses. The preparation period includes any time you spend reading the interview instructions.

While you are reviewing the scenarios and associated focusing questions, you may make notes for your use during the interview. **Raters will only be evaluating you on what you say during the actual interview session.** They will not evaluate what you have written down in your notes. Only your verbal responses will be scored.

When it is time for your interview to start, you will be escorted to a testing room. You will be the only candidate in the testing room. When the interview starts, you will see information on screen and hear the same information read by a narrator.

The narrator will present each scenario, or question, verbally. After each scenario, the narrator will present a set of focusing questions. The focusing questions will also be presented in writing either on a sheet of paper or on a video monitor. To complete the test, you must verbally respond to each scenario and its associated focusing questions. You may use your notes when providing your response; however, your notes will not be evaluated. Only your verbal response will be assessed.

After each scenario and its associated focusing questions have been presented, you will hear the instruction, “your response period begins now.” The time remaining to answer the question will be shown on a video monitor or on a timer. You will then have a specified number of minutes to respond to each scenario and associated focusing questions. At the end of each pre-specified time period, you will hear the command “STOP! Your time is up.” Evaluators will ignore any information you provide after the command to stop has been issued. You will not be able to use time from a subsequent scenario to complete a response to an earlier scenario.

Your responses will be recorded. It is important that any audio or video equipment remain in place; therefore, do not touch any of the equipment at any time. You could be disqualified from the interview process for tampering with any of the equipment. If there is a problem with the equipment, please raise your hand and keep it raised until a test monitor enters your room. You are responsible for making sure you speak loudly and clearly enough to be understood by the evaluators reviewing your recording. A normal conversational tone as used in a meeting setting is sufficient.

Remember, there will be approximately four scenarios and associated focusing questions. Each scenario and focusing question will be read aloud prior to your response time beginning. In your response, be sure to answer all of the focusing questions presented. Keep in mind the following things when responding:

- More detail is better than less detail. That is, more details which show one's knowledge, skills and abilities relevant to the question may improve a candidate's evaluation
- The evaluators will not “read in” to what you say
- Your responses will be evaluated against a defined set of performance standards
- You should answer all focusing questions related to each scenario
- Be sure to talk about what you would do and why

Sample Structured Interview Question

The following question is presented as an example of the form or type of scenarios with which you will be presented. Please note that the content, or subject matter, of the actual interview scenarios will vary and may or may not be similar to that of the questions presented below. The scenarios to which you will respond during the interview will be related to the job for which you are applying.

Example

The department that you work in recently purchased some new equipment. Today, you are able to use the new equipment for the first time. You have been told that the new equipment is similar to what you have had previously. While you are using the new equipment, it stops working and shows an error message that you have never seen before.

Focusing Question(s)

What are the next steps that you would take to determine the meaning of the error message and continue with your work?

Work Sample

Work samples require candidates to demonstrate their ability to perform tasks and behaviors that would be expected on the job. In order to complete the work sample, you will first sign a waiver which outlines any risks associated with operating the automatic truck. Your signature indicates your acknowledgement of the risk and your consent to participate in the work sample. If you are unwilling to sign the waiver, you will not be permitted to participate in the work sample. The work sample/simulation for the Truck Driver examination will consist of 2 exercises and you will have a specified amount of time to complete each part of the work sample. Please note that the work sample will **NOT** take place at the Personnel Board of Jefferson County's Testing Facility. The work sample will take place at Camp Bessemer. The address is located in Section VII at the end of this guide.

On the day of the work sample, you will be required to bring a valid Commercial Driver License (CDL). Jefferson County Employee Selection staff will verify that your Commercial Driver License is valid. If you do not have a valid CDL, you will not be allowed to complete the work sample component of the test. Therefore, you will not be considered for the position of Truck Driver in Jefferson County.

For the Truck Driver work sample, you will be asked to complete two major tasks:

- 1. Pre-trip Inspection** - The pre-trip inspection portion of the work sample is based directly on the steps outlined in the *Alabama Department of Transportation Commercial Driver License Manual*.

You can find the manual online at: <https://www.alea.gov/sites/default/files/inline-files/cdlmanual.pdf>

- 2. Backing the truck up through a series of cones**

There are certain behaviors that will immediately disqualify you from the Truck Driver work sample. A trained technical assessor will be evaluating your performance on the work sample, and if s/he identifies any behavior that places yourself or the assessors in danger, you will immediately be disqualified from the work sample, and therefore will not be considered for the position of Truck Driver in Jefferson County. These behaviors include, but are not limited to the following:

- Not being able to reach the pedals with your back against the driver's seat
- Not being able to maneuver the steering wheel
- Not being able to turn the truck on
- Not being able to climb safely into the truck without assistance
- Not putting on the safety belt
- Not allowing the truck to build pressure
- Not looking in rearview mirrors before backing up
- Hitting any cones
- Accelerating too quickly or abruptly

Live assessors will guide you through the work sample, providing you with instructions and telling you when to begin each task. For the safety of yourself and others, it is important that you follow all instructions given to you by the on-site staff.

Optional Open House

Jefferson County will hold open houses before the work sample during which you will be invited to come and look at the vehicle with which you will be completing the work sample. At the open house, you will be able to walk around outside of the truck and observe it. However, you will not be permitted to operate the truck at this time. Jefferson County Employee Selection staff will also be available to answer any questions you might have. These sessions are provided for you in order to gain familiarity with the vehicle to help you succeed on the test. The dates and times of the open house sessions are as follows:

Tuesday, September 10	3pm-7pm	Camp Bessemer
Wednesday, September 11	6am-10am	Camp Bessemer

You will be able to sign up to attend an open house at the structured interview test administration.

III. CONTENT MEASURED BY THE TEST

An analysis of Truck Driver job was conducted prior to developing the structured interview and work sample. Employees who work in this position, and their supervisors, participated in this process. When the job analysis study was completed, the results showed that a new employee in the Truck Driver position may perform several of the duties listed below, including:

- Conducts pre-trip inspection on heavy duty trucks by checking for needed maintenance and ensuring components on trucks are in good working order prior to operating the truck.
- Reviews work orders and meets with supervisor to determine supplies, equipment and personnel needed on work site and oversees the loading of equipment to ensure it is properly secured prior to departure.
- Operates a heavy-duty truck in order to transport and deliver personnel, equipment, and materials to and from work sites.
- Prepares for work at work sites by ensuring safety equipment is worn, unloading supplies and equipment, ensuring flaggers are set up properly to direct traffic around the work site, and ensuring the safety of crewmembers on the work site.
- Oversees and assists crews performing activities such as maintaining/clearing right-of-ways, brush and trash removal, removal of dead animals from roads, patching and repairing roads, etc.
- Performs wrap-up activities at the conclusion of each day such as post-trip inspection, gathering tools, completing daily work sheets, and refueling equipment.

The study of the job also showed that a number of knowledge, skills, and abilities were very important and needed from the moment a person becomes a (that is, before receiving any training for Truck Driver job.). These knowledge, skills, and abilities include:

- Knowledge of the geography of the jurisdiction, including landmarks, street numbers/names, boundaries, etc., and basic familiarity with surrounding area.
- Knowledge of basic preventive maintenance (e.g., check fuels, fluids, oil levels) for heavy duty trucks, vehicles, and equipment (i.e., fire apparatus, tractors and backhoes).
- Knowledge of techniques for securing equipment and tools safely and correctly on trucks and trailers (e.g., using chains, octopus-straps, and binders).
- The ability to orally communicate information and ideas so others will understand.

- The ability to read and understand information and ideas presented in writing.
- The ability to communicate information and ideas in writing to a variety of audiences in a clear, concise, and organized manner, free from spelling, grammar, and punctuation errors.
- The ability to quickly and repeatedly bend, stretch, twist, or reach out with your body, arms, and/or legs.
- The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- The ability to operate a motor vehicle or equipment requiring a class A commercial driver's license.
- The ability to operate a motor vehicle or equipment requiring a class B commercial driver's license.
- The ability to assess the importance of, and consequences associated with, tasks in order to set priorities in light of competing demands.
- Skill in maintaining a positive working relationship through comfortable and appropriate interpersonal interaction.
- The ability to maintain awareness of safety procedures and practices in a variety of novel and everyday work tasks/situations.
- The ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- The ability to work collaboratively with a group or team in an effort to achieve a common goal.
- The ability to work without close supervision or significant amounts of direction/guidance.
- The ability to monitor gauges, dials, or other indicators to ensure that a piece of equipment or machine is working correctly.
- The ability to read and understand information presented in diagrams, blueprints, maps, specifications, or other pictorial displays.
- Skill at operating a motor vehicle.
- The ability to determine safe operation of equipment based on given constraints or conditions.
- The ability to sit for long periods of time.
- The ability to stoop, crouch or crawl.
- The ability to climb (e.g., ladders, steps).
- Knowledge of safety procedures when working in and around traffic.

The structured interview and work sample will give you an opportunity to demonstrate many of the knowledge areas, skills, and abilities you have just read.

As discussed, the first part of the test for Truck Driver is a structured interview that will take place on August 22, 2019 at the Personnel Board of Jefferson County, involving reading and listening to questions, taking notes to prepare, and providing verbal responses. The second part of the test for Truck Driver is a work sample, and will be held on September 13 or 14, 2019. **You will not have to attend both work sample dates**, you only need to sign up for **EITHER** September 13th **OR** September 14th and complete the work sample on that date. The work sample will take place at Camp Bessemer in Jefferson County, Alabama. In addition to this Guide, you should have received invitations for the structured interview and the work sample.

If you require special testing accommodation to participate in this test, you should notify Jefferson County Human Resources immediately using the contact information at the end of this guide.

In the remainder of this "What to Expect" Booklet, you will read about ways to prepare to take the test, what to bring to the test, and whom to contact if you have a question.

IV. PREPARING FOR THE TEST

A. General information on “What to do before the test”:

Here are some suggestions for what to do before the test. This includes getting to the testing place on time and with the proper things that you will need to take the test.

- 1) Be well rested. Get a good night's sleep for several nights in a row before the test.
- 2) Allow plenty of time to get to the test. If you are rushed and late, you will be upset when you get there. Plan to arrive at least 15-20 minutes before earlier than the scheduled time for check-in. Due to the nature of the test and the number of candidates that must be processed, NO exceptions will be made to accommodate individuals arriving more than 15 minutes after their scheduled check-in time.
- 3) Come in to the test dressed comfortably. You may be there for a few hours.
- 4) Do NOT bring any electronic communication devices (e.g., cell phones, laptops, tablets, smart watches, etc.) with you to the test. If you bring a cell phone or any other electronic communication device, you will be asked to return it to your car. Jefferson County will not confiscate them or “hold” them for you during the interview. You must comply with this rule in order to be admitted and you will still be subject to the check-in deadline. Using any communication device after you have checked into the test site will be considered a violation of test security and you will be disqualified. ALL electronic communication devices are prohibited from the testing facility (e.g., cell phones, tablets, smart watches, cameras, etc.).
 - a) If any device is seen, heard, or used during the testing process it will be considered a violation of test security and you will be disqualified and dismissed from the testing process.
 - b) You are allowed to bring reading materials, such as magazines or books not related to the position or test.
- 5) Do not bring any of your study or reference materials to the test. This includes any notes, manuals, source documents, reference materials, or study materials that you have used or created to prepare for the test.
- 6) Do not bring this booklet to the test location. You will not be permitted to bring it in. All the materials you need for the test will be given to you at the test.
- 7) You should read this booklet to get comfortable with the test process.
- 8) You should read this booklet to understand which job duties, knowledge, and abilities are important for Truck Driver job.
- 9) You should bring the confirmation email that you have received from Jefferson County to the testing location. The confirmation email lists the name of the test (i.e., Truck Driver), the place you should go to in order to take the test, and the time, day, and date of the test.
- 10) You must bring valid PHOTO IDENTIFICATION (i.e., Valid Driver’s License, Valid Nondriver ID, Valid Photo Voter ID Card, Valid State Issued ID [Alabama or any other state], Valid Federal issued ID, Valid US passport, Valid Employee ID from Federal Government, State, County, Municipality, Board or other entity of the state, Valid student or employee ID issued by a state or private institution of higher learning [including postgraduate technical or professional schools], Valid Military ID, or Valid Tribal ID). You will not be allowed to enter the test location nor take the test without your photo identification.
- 11) You must bring a valid Commercial Driver’s License to the work sample in addition to the valid photo identification mentioned above.

B. General information on “What to do during the test”:

- 1) Some people are nervous when they take tests. Up to a point, there is nothing wrong with that. Whenever you are going to do something important, it is good to feel a bit nervous. It is nature's

way of getting you warmed up and ready, like an actress or actor about to go out on stage for a performance.

- 2) However, it is not good to be so nervous that all you can think about is how nervous you are. You need to keep your mind on the test questions, and not on your feelings. To improve your ability to do that, you will find useful ideas in this booklet on how to prepare for the test and what to expect. **The more prepared you are, the more comfortable and less nervous you will feel during the test.**
- 3) Several things that you can do that will make you feel more comfortable taking the test including: following the guidelines presented in this booklet on what to expect on the test and how to prepare for the test; becoming familiar with what the structured interview process will be like (including reading the sample question); becoming familiar with what the work sample process will be like (including reviewing the ALDOT manual) and, understanding the test instructions.
- 4) You must not leave the room in which you are taking the interview unless you are told that you may do so. Once the test begins, you must remain in your room. There will be Test Monitors nearby at all times. They will be available to assist you if you have any problems.
- 5) You will be given the opportunity to use the restroom, stand, and stretch throughout the time you are at the testing location. You should use these opportunities as necessary. Once the test begins, you will not be able to stop the process to use the rest room.
- 6) You are not to open any test material or instructions or begin working on the test until you are instructed to do so.
- 7) During the preparation and testing period, you are not to use any materials other than what has been provided during the testing session.
- 8) Candidates making any disturbances or caught cheating will be disqualified from the test.
- 9) Test Monitors will not interpret test questions for you. However, they can assist you with any problems, such as mechanical difficulties or equipment breakdowns.
- 10) There will be an audio recorder in the room and/or on the site in which you take the test. The audio recorder will be used to record your spoken responses to the test.
- 11) You should speak in a normal speaking voice when you are required to give spoken responses to questions. It is not necessary to shout, but do not talk in a whisper either. Simply speak in a normal voice.
- 12) On the day of the test, you will be provided with a test preparation guide to help you prepare to respond to the structured interview questions.

V. ADDITIONAL INFORMATION FOR TAKING THIS TEST

The following information will help you prepare to take the test.

A. What To Bring To the Test

Please remember to bring to the test the confirmation email that you received from Jefferson County.

You must bring a PHOTO IDENTIFICATION to the test location. This might be a valid driver's license, a military identification card, a passport, etc. You only need to have one form of photo identification. You will **not be allowed** to enter the test location or take the test without your photo identification. You will need to bring your valid Commercial Driver's License in addition to valid photo identification to the work sample.

You should plan on bringing your own beverages and food to snack on during the day. You may be onsite for up to a few hours. Once on the test site, you will NOT be permitted to leave to get food or drinks. You should also bring something to read such as a book or magazine. The reading material should be for pleasure only. You **may not** bring outside test-related materials into the test. All written materials

needed for taking the test will be provided. You do not need to bring writing utensils with you to the test—they will be provided to you.

B. What Not To Bring To the Test

Do **NOT** bring this Booklet to the test location. You will not be permitted to bring it in the testing room.

Do **NOT** bring any of your study materials to the test. This includes notes, manuals, and other study materials.

Do **NOT** bring any electronic communication devices (e.g., cell phones, laptops, tablets, smart watches, cameras, etc.) with you to the interview.

C. Effective Note Taking

The structured interview asks about issues, situations, responsibilities, activities, incidents, etc. which a newly hired Truck Driver may have to address. On the day of the test, you will be given a chance to look over the questions that you will be asked on the test before you start the interview. You will have a chance to think about your answers for the test, and you should take notes to help guide your responses. Good notes contain the essential or important details. The notes do not need to be written in complete sentences. You are the only one who needs to be able to read and understand your notes. Your notes will not be graded. Your notes will be collected at the end of the interview.

Why Take Notes?

There are several good reasons to take notes during the preparation phase of the test process.

- In order to take notes, you are forced to carefully consider the information being given.
- Taking notes can help you remember. Notes you take in your own words are easier to understand and remember.
- Writing down notes may actually make the information clearer to you.
- The notes will help you respond to the interview scenarios and focusing questions.
- Having notes can help you feel less anxious or nervous while taking the test.

VI. TEST CONTACT INFORMATION

General Questions about the Test

If you have questions about the test administration, you may contact the Performance Assessment Division at (205) 214-5518 or careers@jccal.org. Jefferson County employees are not allowed to divulge, and do not have access to, specific information about the content of the test.

Reasonable Accommodation

If you would like to request special testing accommodation or have any questions concerning the test site or testing conditions, please contact Tonya Dawson at 205-716-2687 or dawsont@jccal.org.

VII. REMINDER

You must complete both the structured interview and the work sample components of the Truck Driver test in order to be considered for the position. If you only complete one portion of the test, your test will be considered incomplete and your test will not be scored. Below are the dates and addresses for the Truck Driver test administration:

August 22, 2019: Structured Interview
The Personnel Board of Jefferson County 2 nd floor Testing Facility 2121 Reverend Abraham Woods Jr Blvd. Birmingham, AL 35203

September 10, 2019: Open House (3pm-7pm)
Camp Bessemer 3295 King St, Bessemer, AL 35023

September 11, 2019: Open House (6am-10am)
Camp Bessemer 3295 King St, Bessemer, AL 35023

September 13 or 14, 2019: Work Sample¹
Camp Bessemer 3295 King St, Bessemer, AL 35023

¹You will only need to attend the work sample on one, not both, of the dates listed. You will be notified in the case of test cancellation due to inclement weather.

Appendix A: Photograph of Automatic Dump Truck²



Kenworth T880 Tri Axle Dump Truck

² This is the vehicle for which you will conduct the pre-trip inspection. You will also get into this truck and back it up in a curve-like fashion.