

Human Resources Technician Information Guide

What to Expect on the Exam

December 2024

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 3

IV. PREPARING FOR THE TEST 4

V. ADDITIONAL INFORMATION FOR TAKING THIS TEST 5

VI. TEST CONTACT INFORMATION 6

I. INTRODUCTION

The purpose of this information guide is to help explain what to expect on the upcoming exam for the Jefferson County Human Resources Technician position. It will also give you information on how to prepare for the exam. This booklet contains information about the testing process, including:

- Introduction
- Exam Description
- Content Measured by the Exam
- Additional Information for Taking Exam
- 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. You must take the exam in order to be considered for this position. 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 interview session.**

II. TEST DESCRIPTION

Computer-based Assessment

To complete the computer-based assessment, you will be provided a computer. The assessment will consist of approximately 30 questions and you will have approximately 60 minutes to complete all of the questions. When it is time for your exam to start, you will be escorted to a computer room where you will take the exam.

III. CONTENT MEASURED BY THE TEST

An analysis of Human Resources Technician job was conducted prior to developing the exam. 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 Human Resources Technician position may perform several of the duties listed below, including:

- Advises and provides information to employees, supervisors, department heads and the public.
- Assists with processing new hires.
- Performs general and advanced administrative duties.

*****Please note this position is a FRONT DESK position. The position involves responsibilities related to working at the Front Desk of the Human Resources department.*****

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 Human Resources Technician job.). These knowledge, skills, and abilities include:

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of basic office equipment (e.g. telephone, smartphone, fax machine, copier, computer, calculator).
- Skill in verbally delivering information in a clear and concise manner to an audience.

- Skill in maintaining a positive working relationship through comfortable and appropriate interpersonal interaction.
- Skill in conducting oneself in a calm and professional manner in stressful situations.
- Skill in selecting the most appropriate course of action in situations where information is unclear or unavailable and making high quality and effective decisions.
- Skill in typing text and entering data and/or information quickly and accurately using appropriate equipment (e.g., computer, calculator).
- Skill in using Microsoft Excel or similar spreadsheet software.
- Skill in using Microsoft Outlook or other similar email software.
- Skill in using Microsoft Word or similar word processing software.
- Ability to assess the importance of, and consequences associated with, tasks in order to set priorities in light of competing demands.
- Ability to adjust to changing work demands, procedures, technology, and/or priorities.
- Ability to shift attention back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Ability to balance interests of clients and the department/organization and respond to pressing and changing client demands.
- Ability to learn unfamiliar material/information quickly and accurately.
- Ability to attend to information presented verbally and actively ask questions to fill identified areas of missing or unclear information.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to orally communicate information and ideas so others will understand.
- Ability to combine information in order to form logical conclusions or to identify relationships between different pieces of information.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to maintain confidentiality of information (e.g., applicant, client, customer, patient).
- Ability to work in an environment that requires strict adherence to instructions, standards, and/or procedures.
- Ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- Ability to work productively and effectively under conditions of high stress, such as tight deadlines, heavy workloads, or emergency situations.
- Ability to work without close supervision or significant amounts of direction/guidance.
- 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.
- Ability to review written material and identify errors with regard to spelling, grammar, punctuation, and formatting.

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

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 interview.
- 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 will be there for up to two hours.
- 4) Do NOT bring any electronic communication devices (e.g., cell phones, laptops, tablets, smart watches, etc.) with you to the interview. 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 interview process it will be considered a violation of test security and you will be disqualified and dismissed from the interview process.
 - b) You are allowed to bring reading materials, such as magazines or books not related to the position or interview.
- 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 Human Resources Technician 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., Human Resources Technician), 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.

V. ADDITIONAL INFORMATION FOR TAKING THIS TEST

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

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 should plan on bringing your own beverages and food to snack on during the day. You will be onsite for up to two 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.

VI. TEST CONTACT INFORMATION

General Questions about the Test

If you have questions about the test administration, you may contact the Employee Selection 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 Ian Peters at 205-238-9051 or petersi@jccal.org.