



# ADMINISTRATIVE CLERK MEDICAL CLERK COURT CLERK

## Test Information Guide for Candidates

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## ***Test Information Guide Overview***

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Congratulations on your eligibility for the Administrative, Medical and Court Clerk examination! The Personnel Board of Jefferson County (PBJC) is pleased that you are interested in a job within the Jefferson County Merit System. The PBJC has created this information guide to familiarize you with the jobs of Administrative Clerk and the testing procedures for the job class(es). This guide is designed to provide you with an overview of the Administrative, Medical and Court Clerk position; the competencies being measured by the exam; a description of the test components and the test administration; test results notification information; PBJC rules related to testing; what you will need to complete the exam; and how to prepare for the exam.

This Test Information Guide provides valuable information that will allow you to be more familiar with the Administrative, Medical and Court Clerk job and the examination process. It is strongly recommended that you thoroughly review this manual and utilize the information provided. Reading the entire guide will ensure that you understand what will occur during the examination. Reviewing and understanding the descriptions provided will ensure you are prepared for the types of questions and scenarios that you will encounter. A thorough familiarity with the examination process will eliminate uncertainty and reduce the anxiety that can sometimes be experienced in testing situations.

**PLEASE NOTE:** This guide is designed to help you *prepare* for the examination. Any referral or use of this guide or any unauthorized outside sources during the examination process is strictly prohibited.

## ***Overview of the Administrative, Medical & Court Clerk Positions***

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The following information is provided in order to assist you in determining whether you are able and willing to perform the job of an Administrative, Medical and Court Clerk. An individual's expectations of the job before s/he is selected for the position often differ from what s/he experiences once on the job, which can result in low levels of job satisfaction. This information is designed to help applicants make more accurate judgments about their interest in working as an Administrative, Medical or Court Clerk.

The following information was gathered through a process (known as job analysis) of interviews, meetings, and surveys with Administrative, Medical and Court Clerk incumbents from various jurisdictions throughout Jefferson County. Through this effort, the PBJC explored what is typically done on the job, as well as the knowledge, skills, abilities, and other characteristics (KSAOs) that a person needs to possess in order to successfully perform the work. Although not for everyone, a career as an Administrative, Medical and Court Clerk is both challenging and rewarding. If you decide to pursue a career in this field, you will be expected to perform the work behaviors described in this section.

### ***Administrative Clerks***

Administrative Clerks perform a variety of routine administrative and support services of limited complexity within a department. Employees in this job class maintain department communications by answering phones and emails, maintaining department calendars and

schedules, and create department correspondence for internal and external customers. Administrative Clerks provide clerical support to the department by processing mail, attending and taking notes at meetings, gathering documentation, and filing and securing records and documentation. Work is performed in an office setting. Administrative Clerks report to a higher-level office staff member and do not have any direct reports.

While actual duties may vary based on the jurisdiction and/or department of employment, below are examples of typical duties performed by Administrative Clerks in the Merit System.

- Provides clerical support to a department by processing mail, maintaining office equipment, attending and taking notes at meetings, transcribing minutes, processing forms, making copies, and/or gathering documentation.
- Provides service to internal and/or external customers.
- Works within a database and/or hard-copy files to create and update files, research and track information, and create reports ensuring the security and confidentiality of the records are maintained.
- Creates or maintains departmental communication by maintaining the public areas of a department, answering departmental phone lines or emails, tracking internal communications, maintaining departmental schedules or calendars, and creating or editing correspondences coming from the department.
- Procures and/or manages inventory (i.e., supplies and equipment) to ensure the products and services are available to meet the operational needs of each department.
- Generates and processes invoices and/or payments.

The Administrative Clerk job class is a Grade 13 position and is located in 15 jurisdictions within the Merit System. Please note that salary ranges for each jurisdiction are subject to change due to cost of living adjustments. You can check current salary ranges at <http://www.pbjcal.org/employment/schedules.aspx>.

### **Medical Clerks**

Medical Clerks provide clerical support to a healthcare department by assessing patient needs and eligibility for healthcare services, collecting and recording patient information and fees, and providing information and services to patients. Medical Clerks are also responsible for processing mail, creating and maintaining department communication, and managing department inventory of supplies. Medical Clerks work in an office and health care setting and work under fairly close supervision.

Although not for everyone, a career as a Medical Clerk is both challenging and rewarding. While actual duties may vary based on the jurisdiction and/or department of employment, below are examples of typical duties performed by Medical Clerks in the Merit System.

- Provides clerical support to a department by processing mail, creating and updating paper and digital files, maintaining office equipment, attending and taking notes at

meetings, transcribing minutes, tracking information, making copies, and/or gathering documentation.

- Provides service to internal and/or external customers.
- Creates or maintains departmental communication by maintaining the public areas of a department, answering departmental phone lines or emails, tracking internal communications, maintaining departmental schedules or calendars, and creating or editing correspondences coming from the department.
- Procures and/or manages inventory (i.e., supplies and equipment) to ensure the products and services are available to meet the operational needs of each department.
- Generates and processes invoices and/or payments.

The Medical Clerk job class is a Grade 11 position and is used solely by the Jefferson County Department of Health. Please note that salary ranges for each jurisdiction are subject to change due to cost of living adjustments. You can check current salary ranges at <http://www.pbjcal.org/employment/schedules.aspx>.

### ***Court Clerks***

Court Clerks receive, process, maintain, and safeguard legal and financial records and monies for a municipal or county court to ensure all cases can be processed in an effective and efficient manner. Employees in this job class record judicial activities, complete court and legal documents, file and maintain documents, and conduct research. Work includes verifying the completeness of legal documents where accuracy and timeliness are of critical importance. Work is performed in an office or courtroom setting. Court Clerks report to a higher-level court clerk and do not supervise others. Although not for everyone, a career as a Court Clerk is both challenging and rewarding. While actual duties may vary based on the jurisdiction and/or department of employment, below are examples of typical duties performed by Court Clerks in the Merit System.

- Serves as liaison for the court by facilitating communication and collaboration among all parties ensuring efficient operation of the court.
- Handles payments, billing, and/or cash by calculating, collecting, posting, balancing, and/or reviewing financial information.
- Conducts research and performs other duties in preparation for court.
- Provides court-related clerical support and customer service.
- Oversees the administration of courtroom operations by enforcing court procedures and compliance of court activities, rulings, and reports.
- Performs tasks to assist with the elections process.
- Assists with the facilitation and administration of Family Court policies and procedures.

- Assists with the completion, filing, and certifying of court documents and other legal materials.
- Performs duties of a magistrate.
- Maintains paper and electronic filing systems for legal records, documentation, and correspondence.
- Records, certifies and maintains records of judicial activities (e.g., wills, guardianships and conservatorships, adoptions, name changes, legitimations, etc.) brought before Probate Court and legal documents (e.g., real property warranty deeds, mortgages, releases, powers of attorney, liens, plats, amendments, etc.) designated by state law to be recorded by the Probate Court Recording department.
- Engages in activities designed to ensure professional development, awareness of developments in the field, and knowledge of relevant practices, rules, laws, policies, and/or guidelines.

The Court Clerk job class is a Grade 13 position and is located in 6 jurisdictions within the Merit System. Please note that salary ranges for each jurisdiction are subject to change due to cost of living adjustments. You can check current salary ranges at <http://www.pbjcal.org/employment/schedules.aspx>.

### ***Competencies Being Measured***

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As stated previously, job analysis is a systematic process that the PBJC uses to collect, analyze, and interpret data about a job in order to identify the work requirements (i.e., work behaviors and tasks) and people requirements (i.e., knowledge, skills, abilities, and other characteristics) for the job. The process results in a determination of the duties and tasks which are critical for job success and the knowledge, skills, and abilities (KSAs) that are required to perform those duties.

During the test development process, the PBJC analyst clustered, or grouped, the KSAs determined to be critical for the Administrative, Medical and Court Clerk position into related categories, or competencies. The following are the competencies that are being measured by the examination process:

- Adaptability & Flexibility
- Computer & Technology Operations
- Learning & Memory
- Mathematical & Statistical Skills
- Oral Communication & Comprehension
- Planning & Organizing
- Problem Solving & Decision Making
- Professionalism & Integrity
- Reviewing, Inspecting & Auditing
- Self-Management & Initiative
- Teamwork & Interpersonal

- Technical & Job-Specific Knowledge
- Written Communication & Comprehension

## ***Description of the Test Components***

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This section of the guide provides you with descriptions of the test components that you will complete during the Administrative, Medical and Court Clerk examination. The computer-administered test was developed based on the job analysis data gathered from job incumbents and supervisors, referred to as subject matter experts (SMEs), and by PBJC analysts. Multiple methods were used for gathering job data, including site observations, individual interviews, critical incidents, technical panels, SME meetings, and job analysis questionnaires. Through these methods, analysts were able to determine the critical duties, tasks, and KSAs for the Administrative, Medical and Court Clerk job. The computer-administered test is designed to assess the KSAs that were deemed important and needed on day one of the job by Administrative, Medical and Court Clerk subject matter experts.

### ***Online/Computer-Administered Test***

The examination will be administered entirely through the eSkill online assessment platform and will be broken into three (3) sections described in more detail below. All three components/sections of this exam will be administered via computer using the eSkill Assessment Platform. You should have received an email from eSkill Assessment Platform with a link that you will use to access your exam.

**IMPORTANT NOTE: This link will only be active for two (2) weeks. You are required to take the exam within this time period or you will not move forward in the selection process.**

Once you've accessed the link, you will be prompted to input your first and last name and your email address. Please ensure the email address you submit is the same one you used when applying for the position.

### ***Test Component Descriptions:***

#### ***Section 1: Typing/Data Entry***

This portion of the test requires candidates to quickly and accurately type information that is presented on the screen (monitor) into the text box or appropriate data fields. In the first section, information will be presented on the top portion of your computer screen in paragraph form and you must type that information into another box at the bottom of the screen. In the next section, information such as individuals' names, addresses, phone numbers, social security numbers, company names, invoice numbers, and dollar amounts will be presented on the top portion of your computer screen in a data form, and candidates will have to enter that information into the data fields at the bottom portion of the screen. There are seven (7) data entry questions, and each question has a separate timer.

**Competencies measured by the Typing/Data Entry include:**

- Computer & Technology Operations
- Written Communication & Comprehension

***Section 2: Computer-Based Simulations***

The Computer-Based Simulations require candidates to demonstrate their ability to perform tasks and functions in Microsoft Word and Microsoft Outlook that are similar to what would be expected on the job. There will be approximately ten (10) simulation exercises.

**Competencies measured by the Computer-Based Simulations include:**

- Computer & Technology Operations
- Written Communication & Comprehension

***Section 3: Multiple Choice***

The remainder of the examination will consist of multiple-choice questions. The content of the multiple-choice questions will vary. You will be asked questions that are related to the following subjects: oral comprehension, grammar and spelling, organizing information, reading comprehension, table reading and referencing, attention to detail, teamwork and interpersonal skills, and mathematics.

**Competencies measured by the multiple-choice section may include:**

- Adaptability & Flexibility
- Cognition, Learning, & Memory
- Mathematical & Statistical Skills
- Planning & Organizing
- Problem Solving & Decision Making
- Professionalism & Integrity
- Researching & Referencing
- Reviewing, Inspecting & Auditing
- Self-Management & Initiative
- Teamwork & Interpersonal
- Technical & Job-Specific Knowledge
- Written Communication & Comprehension



## ***Administrative, Medical and Court Clerk Test Administration***

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The Administrative, Medical and Court Clerk examination will be an online/computer-administered test that you complete remotely. Individuals deemed to meet the minimum qualifications (MQs) will receive an email invitation to complete the online test from **eSkill Assessment Platform** with instructions and a link specifically for you to access your exam. This link will only be active for two (2) weeks from the date of your test invitation. If you receive an email indicating you meet the MQs, but do not receive a test invite from eSkill within the next 24 hours, please check the spam or trash folders for your email account. If you still do not receive a test invite from eSkill, please contact Jody Lecheler at Jody.Lecheler@pbjcal.org or 205-279-3599.

### **Items you will need to complete the exam:**

- Test invite email from eSkill Assessment Platform with your test link.
- Desktop or laptop computer. (This test **cannot** be completed on a cell phone, tablet, or mobile device.)
- Internet Access.
- Chrome, Edge or Firefox browsers are preferred. (The test is no longer compatible with Internet Explorer.)
- A place to complete the test away from other people, noise, and distractions.
- A blank piece of scratch paper.
- Writing utensils.
- A calculator.

### **Important Test Instructions:**

- After beginning the exam, do not use your browser's back, forward, or refresh buttons to navigate within the exam. You can use the built-in navigation buttons to go back to previous items, if allowed and if time remains.
- After you answer each question, hit the "Next Question" button to go to the next question. The question number will be noted in the top of the screen. When you have completed all of the questions, click "End Test and Submit Responses." **DO NOT** hit "End Test" until you have completed all of the questions or once time has run out. Once you click "End Test" you will not be able to go back to the test.
- This timer is shown at the top of the screen. When the time expires, your last answer will be recorded and any unanswered questions will not be scored.
- Be sure to read all instructions carefully.

### **Remote Test Security Procedure:**

You, as the test taker, must agree to complete this examination without assistance from outside parties or materials not provided by the Personnel Board of Jefferson County. You must also ensure all exam content remains confidential. The Personnel Board of Jefferson County reserves the right to require you to complete parallel versions of this exam in a proctored

setting in order to confirm your identity as the original test taker if you are advanced to the next phase of the selection process.

It is important that you do not discuss the examination components or processes with anyone after completing the exam. Providing information about the examination with anyone would be unfair to yourself and to others taking the Administrative, Medical and Court Clerk exam. In addition, revealing information about the examination could result in your disqualification from the process and further disciplinary action as an employee within the Merit System.

### ***How to Prepare for the Administrative, Medical and Court Clerk Exam***

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✓ *Read the study materials thoroughly.*

This Test Information Guide has been provided to you to help you prepare as much as possible for the various components of the Administrative, Medical and Court Clerk exam. This Guide can provide some insight into the testing process, what to expect when completing the exam, as well as the job duties, knowledge, skills and abilities that are important for the job(s).

✓ *Make sure you have all necessary equipment and instructions.*

Before the test begins, make sure you have everything you will need to successfully complete the examination process. Also, make sure you have read through the instructions so you understand what to do.

✓ *Make sure you have a quiet place to complete the exam and have allowed enough time.*

To preserve the integrity of the examination and ensure your best personal performance, please ensure any computer you will be using for the test will be away from any other people, noise, and distractions.

In addition, make sure you have set aside at least one and one half (1½) hours to complete the entire exam. You may not require the entire time to complete all exercises of the exam, but you will want to make sure you have ample time to finish the entire exam once you start it.

✓ *Use the restroom prior to starting the exam.*

Ensure you use the restroom before you begin. Once the exam begins, any time taken to use the restroom will count against your test time and cannot be made up.

✓ *Read all instructions and utilize the practice sessions.*

Read all instructions contained in the test. You want to make sure you are performing the tasks correctly. Also, utilize the practice sessions provided to you during the exam.

### ***Description of Rules Related to Testing***

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**PROHIBITED ITEMS – You CANNOT use the following items during the test:**

- Cell phones or other electronic devices including radios, smart watches, tablets, Bluetooth devices, MP3 players, e-readers, pagers, etc.
- Pre-made notes or test guides
- Additional tabs on your browser

- Additional computer programs
- Books or other reference materials

**Cheating:** Again, you, as the test taker, must agree to complete this examination without assistance from outside parties or materials not provided by the Personnel Board of Jefferson County. You must also ensure all exam content remains confidential. The Personnel Board of Jefferson County reserves the right to require you to complete parallel versions of this exam in a proctored setting in order to confirm your identity as the original test taker if you are advanced to the next phase of the selection process. The Personnel Board has a strict “no cheating” rule. If you are caught cheating during any portion of the examination, you will receive a zero and be immediately disqualified. In addition, you may be barred from taking any future merit system examinations (Rule 9.14). There are no exceptions to this rule.

### ***Test Scoring & Test Results Notification***

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As stated previously in this Guide, all of your responses to test questions and exercises will be collected through your testing computer. Candidate results will be downloaded for further analysis to calculate each candidate’s final score. The final score of passing candidates will be placed into a rank-ordered list.

Once the analysis is complete, you will be notified of your score by email. When you receive your test score notice, it will include your final score on the exam as well as your preliminary rank. This rank is tentative and may change if there is any change to candidates’ scores during the appeal period.

Four (4) business days from the date the notification of results is emailed constitutes the appeal period for this examination. If you have any questions about your results, please contact the staff member listed in the results email. If after speaking with this staff member you still have concerns about your results, you may submit a written appeal to the Personnel Board Director outlining your concerns. All appeals are treated seriously and reviewed thoroughly before making a determination. Appeals related to the content of the test, however, are not considered. Procedural matters related to test administration, assessment, or calculation of results are legitimate areas for appeal. To be considered, an appeal must be received at the Personnel Board offices by the appeal end date listed in the notice. Appeals received after this date will not be considered.

If you successfully pass the exam, your name will be added to an eligible register of candidates. Your name will be placed on the list, in rank order, according to your score on the exam. Names are sent to departments with vacancies throughout Jefferson County according to rank on the test. (Keep in mind that your rank will improve as other individuals are selected and hired off of the eligible register.) The Administrative, Medical and Court Clerk register stays active for approximately one (1) years. If, during that period, you would like to see if your rank has changed, you may call our Applicant Services department at 205.279.3500.

The various jurisdictions for which there are openings for Administrative, Medical or Court Clerk may wish to conduct background checks, criminal record checks, or further selection procedures to review candidates. After the eligible register has been released to these

jurisdictions, you must contact them for further information about your status in the selection process. Please note that in some cases, a specific jurisdiction may require you to participate in additional interviews or other selection processes before hiring you.

### ***Contact Information***

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Should you have any questions or concerns regarding this material or the examination process, please contact any of the individuals listed below.

#### **Content-Related Questions**

Allysa Singer

Senior Assessment & Development Specialist

Email: [allysa.singer@pbjcal.org](mailto:allysa.singer@pbjcal.org)

Phone: 205.279.3603

#### **eSkill Technical Support**

Email: [support@eskill.com](mailto:support@eskill.com)

Phone: 1.866.537.5455

#### **Examination Questions**

Becky Lopez

Human Resources Technician

Email: [becky.lopez@pbjcal.org](mailto:becky.lopez@pbjcal.org)

Phone: 205.279.3562

Jody Lecheler

Test Assessment & Administration Coordinator

Email: [jody.lecheler@pbjcal.org](mailto:jody.lecheler@pbjcal.org)

Phone: 205.279.3599

### ***ADA Accommodations***

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If you would like to request special testing accommodations or have any questions concerning the test site or testing conditions, please contact Marty Alber at 205.279.3595 or at [Marty.Alber@pbjcal.org](mailto:Marty.Alber@pbjcal.org).