



# REVENUE EXAMINER

## Test Information Guide for Candidates

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## Test Information Guide Overview

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Congratulations on your eligibility for the Revenue Examiner 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 job of Revenue Examiner and the testing procedures for the job class(es). This guide is designed to provide you with an overview of Revenue Examiner job; 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.

The Test Information Guide provides valuable information that will allow you to be more familiar with the Revenue Examiner 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 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 Revenue Examiner Job

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The following information is provided to assist you in determining whether you are able and willing to perform the job of a Revenue Examiner. 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 a Revenue Examiner.

The following information was gathered through a process (known as job analysis) of interviews, meetings, and surveys with Revenue Examiner 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 to successfully perform the work. Although not for everyone, a career as a Revenue Examiner 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.

The Revenue Examiner job class is a Grade 18 position and is located in six (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>.

Revenue Examiners are responsible for enforcing the City/County/State revenue laws within their jurisdictions. Employees in this position inspect businesses and residences in assigned territories to determine business classification, tax liability, appropriate licensures, and other revenue-related information. Revenue Examiners process various business operation applications (e.g., business licenses, special event permits, etc.) and collect relevant taxes (e.g., occupation tax, liquor tax, ad valorem tax, lease tax, lodging tax, etc.). Revenue Examiners work in an office setting using standard office equipment (e.g., computer, phone, copier, etc.) and have no supervisory responsibilities to subordinate personnel.

The major duties performed by Revenue Examiner employees that were determined to be critical during the most recent job analysis include:

- Inspects businesses and homes in an assigned territory to determine business classification, tax liability, and if proper licenses are displayed;
- Calculates, collects, and verifies application fees (i.e. permits, licenses, special events, etc.) and revenue (i.e. Business License, Transient Special Events, Property/Ad Valorem tax, Cigarette tax, Lodging tax, Liquor tax, Occupational tax, Manufactured Home tax, Lease tax, Sales tax, Consumer Use tax, Seller's Use tax, Gasoline tax);
- Processes various business operation applications (Business License, Transient Special Events, Property/Ad Valorem tax, Cigarette tax, Lodging tax, Liquor tax, Occupational tax, Manufactured Home tax, Lease tax, Sales tax, Consumer Use tax, Seller's Use tax, Gasoline tax);
- Enforces state, county, and/or city laws concerning revenue and tax to ensure business compliance;
- Communicates and corresponds (via phone, email, letter, face-to-face, etc.) with taxpayers/representatives and various departments/municipalities regarding applicable tax and revenue issues to ensure accurate notification and compliance;
- Documents work in assigned territory by maintaining logs, preparing reports, and updating database(s).

Work is performed primarily indoors and at times requires the incumbents to travel off-site to inspect business places or to collect dues.

### **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 Revenue Examiner job into related categories, or competencies. The following are the competencies that are being measured by the Revenue Examiner examination process:

- Adaptability & Flexibility
- Computer & Technology Operations
- Customer Service
- Learning & Memory
- Mathematical & Statistical Skills
- Oral Communication & Comprehension
- Planning & Organizing
- Problem Solving & Decision Making
- Researching & Referencing
- Self-Management & Initiative
- Teamwork & Interpersonal Skills
- 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 Revenue Examiner examination, as well as the Minimum Qualifications (MQs) that were used to determine which applicants were eligible to take the examination. The MQs and the computer-administered test were developed based on the job analysis data gathered from job incumbents and supervisors, referred to as subject matter experts (SME), 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 Revenue Examiner job. The MQs and computer-administered test are designed to assess the KSAs that were deemed important and needed on day one of the job by Revenue Examiner subject matter experts.

### ***Minimum Qualifications***

Minimum qualifications (MQs) are descriptions of specific types of experience, education, and/or training that have been demonstrated to be job-related and that are both critical to job performance and needed on day one of the job for the Revenue Examiner position. MQs focus on those competencies that are so critical to job performance that without them a person could not perform the job even at a minimally acceptable level, regardless of the possession of other competencies. The MQs developed for the job are listed below:

- Valid State Driver's License;
- Experience with MS Office Suite or similar office productivity software to include: spreadsheets, word processing, and email

- Financial experience (e.g., balancing cash, money orders, computing taxes, collecting past due payments, and preliminary and final assessments on business licenses and permits);
- Customer service experience (e.g., face to face or over the phone to handle complaints, research information, provide guidance, etc.)

After the application screening process, if you have been determined to meet the minimum qualifications for Revenue Examiner, you will receive an email invitation to complete the online/computer-administered test. The test invitation will come from “**eSkill Assessment Platform**” and will include instructions and a link to access the online/computer-administered test.

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

The examination will be administered entirely through the eSkill online Assessment Platform. You should have received an email from eSkill Assessment Platform with a link that you will use to access your exam.

**NOTE: This link will only be active until Sunday, November 24, 2024. You are required to take the exam before this deadline 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 that you submit is the same one that you used when applying for the position.

Here is a description of the online/computer-administered examination:

### **Multiple Choice**

- 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. There will be approximately forty-five (45) multiple choice questions. You will be given one hour and ten minutes to complete the examination.

It is important that candidates take the time to thoroughly read the instructions provided at the beginning of the examination to ensure proper completion.

## Revenue Examiner Test Administration

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The Revenue Examiner examination will be an online/computer-administered test that you complete remotely. If you are deemed to have met the MQs, you 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 until **Sunday, November 24, 2024**. If you receive an email indicating you meet the MQs, but do not receive a test invite from eSkill within the 24-48 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 Sarah Freed at [sarah.freed@pbjcal.org](mailto:sarah.freed@pbjcal.org) or 205-279-3599 or Becky Lopez at [Becky.Lopez@pbjcal.org](mailto:Becky.Lopez@pbjcal.org) or 205-279-3562.

**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 Revenue Examiner 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 Revenue Examiner 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 Revenue Examiner 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 (1 ½) 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 and 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 Revenue Examiner 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 Revenue Examiner 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

Sarah Freed  
Test Assessment & Administration Coordinator  
Email: [sarah.freed@pbjcal.org](mailto:sarah.freed@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) by Monday, November 19, 2024.