



# **Administrative Supervisor**

Tuesday, May 6, 2025

## **Test Information Guide for Candidates**

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**Test Registration Deadline:**

Friday, May 2, 2025 at 4PM

**Test Location:**

2<sup>nd</sup> Floor Testing Facility  
2121 Rev Abraham Woods Jr. Blvd  
Downtown Birmingham

**Personnel Board of Jefferson County**

2121 Rev. Abraham Woods, Jr. Blvd  
Birmingham AL 35203

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## **Administrative Supervisor Test Information Guide Overview**

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Congratulations on your eligibility for the Administrative Supervisor examination! The Personnel Board of Jefferson County (PBJC) is pleased that you are interested in a job as an Administrative Supervisor within the Jefferson County Merit System. The PBJC has created this information guide to familiarize you with the position of Administrative Supervisor and the testing procedures for the job class. This guide is designed to provide you with an overview of the Administrative Supervisor position; the competencies being measured by the Administrative Supervisor examination; a description of the test components and the test administration; test scoring and report notification information; PBJC rules related to testing; what to bring and what not to bring to the exam; and how to prepare and what to expect from the Administrative Supervisor examination.

The Test Information Guide provides valuable information that will allow you to be more familiar with the Administrative Supervisor position and the examination process. It is strongly recommended that you thoroughly review this manual and utilize the examples and 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 that 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 remember that the material in this guide is designed to help you prepare for the Administrative Supervisor examination. You will not be allowed to use this guide while you take the exam.

## **Overview of the Administrative Supervisor Position**

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The following information is designed to help applicants make more accurate judgments about their interest in working as an Administrative Supervisor and help you in determining whether you are able and willing to perform the job of an Administrative Supervisor.

The following information was gathered through a process (known as Job Analysis) of interviews, meetings, and surveys with Administrative Supervisor 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 Supervisor 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 Supervisors perform high-level administrative work for department heads and senior staff members, while providing direct supervision or general oversight of administrative and paraprofessional employees. Employees in this job class coordinate high-level activities for departments with great latitude for independent judgment and supervision. Administrative Supervisors may perform a moderate level of financial, such as processing accounts receivable

and payable and performing payroll duties. Employees require substantial knowledge regarding the use of computers to create and exchange correspondence, maintain databases, create graphs, and manage spreadsheets. Administrative Supervisors exercise considerable initiative, discretion, and independent judgment in their work. The duties performed by employees in this job class are administrative in nature but are generally more complex than those performed by Administrative Assistants or Clerks. Administrative Supervisors work in an office setting.

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

- *Manages departmental accounts receivable and payable.*
- *Prepares, monitors, and administers departmental or organizational budget by reviewing spending trends, expenditure reports, analyzing financial data and ensuring expenditures are within annual budgetary limits.*
- *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.*
- *Plans, organizes and directs the activities of the payroll function within the department to ensure that payroll is accurate and distributed properly.*
- *Receives, maintains, and processes human resource-related documents and requests (e.g., W4s, terminations, FMLA requests) and relays related information to the appropriate personnel or department.*
- *Supervises staff by assigning and distributing work, directing staff in their job duties, monitoring the progress of work, and providing feedback and/or training.*

The Administrative Supervisor job class is a Grade 19 position and is located in 8 jurisdictions within the Merit System. The salary ranges for Administrative Supervisor in the jurisdictions within the Merit System are presented below. 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.pbical.org/employment/schedules.aspx>.

## Overview of Competencies

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This examination was developed as the result of an in-depth study Administrative Supervisors from various jurisdictions throughout Jefferson County. During this systematic process data is gathered from both incumbents and supervisors and analyzed in order to identify the duties and tasks critical for job success and the knowledge, skills, and abilities (KSAs) that are required to perform those duties. Next, the KSAs, are grouped into competencies. These competencies are the foundation for examination questions and exercises.

The following are examples of the competencies and KSAs that are being measured by the Administrative Supervisor examination process:

- **Adaptability & Flexibility**
  - Ability to adjust to changing work demands, procedures, technology, and/or priorities.
  - Ability to assess the importance of, and consequences associated with, tasks in order to set priorities in light of competing demands.
  - Ability to manage and allocate one's time in order to handle multiple tasks and/or meet pressing deadlines.
- **Computer & Technology Operations**
  - 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.
  - Skill in using payroll management and processing software (e.g., Evolution, Munis, Mangrove, Kronos, Firehouse, NovaTime, PPMS).
  - Skill in using the internet to locate information.
  - Knowledge of computer fundamentals and software, including database, spreadsheet, and word processing software.
  - Knowledge of basic office equipment (e.g. telephone, smartphone, fax machine, copier, computer, calculator).
  - Knowledge of modern scanning and electronic imaging methods.
- **Creativity & Innovation**
  - Ability to evaluate a problem or issue from multiple perspectives in order to generate effective solutions.
- **Customer Service**
  - Ability to anticipate the needs and interests of customers and clients.
  - Ability to balance interests of clients and the department/organization and respond to pressing and changing client demands.
  - Ability to identify means of compromise while adhering to rules and policies in order to resolve conflicts.

- **Leadership & Management**
  - Ability to assess the performance of other individuals to ensure work is performed appropriately and/or take corrective action.
  - Ability to assign and monitor the work of subordinates.
  - Ability to commit, entrust, or transfer tasks or responsibilities to another.
  - Ability to influence, motivate, and inspire employees.
  - Ability to review work and evaluate it against established standards, procedures, laws, or codes to determine any discrepancies between how the work was performed and how it should be performed.
- **Learning & Memory**
  - Ability to learn unfamiliar material/information quickly and accurately.
  - Ability to maintain mental stamina and focus over long period of work and/or during times of high stress.
  - Ability to understand the implications of new information for both current and future problem-solving and decision-making.
- **Mathematical & Statistical Skills**
  - Skill in using basic mathematics (e.g., addition, subtraction, multiplication, division) to solve problems.
- **Oral Communication & Comprehension**
  - 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.
  - Skill in verbally delivering information in a clear and concise manner to an audience.
- **Planning & Organizing**
  - Ability to make accurate judgments about how long (in time) a particular task, or group of tasks, will take to complete.
  - Ability to plan work activities in order to meet deadlines and/or goals.
  - Ability to schedule activities, meetings, resources, or other work-related matters.
  - Skill in managing one's own time and the time of others.
  - Skill in organizing information, materials, and/or documentation in a systematic and logical manner.
- **Problem Solving & Decision Making**
  - Ability to analyze information and draw valid conclusions.
  - Ability to combine information in order to form logical conclusions or to identify relationships between different pieces of information.
  - Ability to identify new processes or improvements to existing processes that allow work to be performed more efficiently or effectively.

- Ability to investigate a problem in order to identify the root cause(s) and determine an appropriate solution.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Skill in selecting the most appropriate course of action in situations where information is unclear or unavailable and making high quality and effective decisions.
- **Professionalism & Integrity**
  - Ability to demonstrate honest behavior in all work tasks and responsibilities.
  - 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.
  - Skill in conducting oneself in a calm and professional manner in stressful situations.
- **Researching & Referencing**
  - Ability to conduct research using various sources of information (e.g., databases, internet, books) in order to identify and compile needed information.
  - Ability to identify appropriate materials and sources of needed information, to includes referencing, cross referencing, and evaluating the pertinence of information.
  - Skill in maintaining records.
- **Reviewing, Inspecting & Auditing**
  - Ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- **Self-Management & Initiative**
  - Ability to accurately assess your own performance in order to identify areas of strength and areas for development.
  - Ability to establish and apply effective controls to hold self and others accountable for responsibilities.
  - Ability to manage your time in order to accomplish objectives within given timeframes.
  - Ability to persist at a task or problem despite interruptions, obstacles, or setbacks.
  - Ability to see a need for and take constructive action at work without being prompted or urged.
  - 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.

- **Sensory Abilities**
  - Ability to quickly make sense of, combine, and organize information into meaningful patterns.
- **Teamwork & Interpersonal**
  - Ability to confidently defend or gain support for one's opinions, needs, and/or ideas.
  - Ability to create an environment that welcomes, values, and includes perspectives from different backgrounds and/or cultures.
  - Ability to manage and resolve conflicts with coworkers and/or customers.
  - Ability to work collaboratively with a group or team in an effort to achieve a common goal.
  - Skill in maintaining a positive working relationship through comfortable and appropriate interpersonal interaction.
  - Skill in working through differences in goals or interests with an individual/group.
- **Technical & Job-Specific Knowledge**
  - Knowledge of accounting software programs to perform the tasks associated with the position, such as reviewing data, monitoring payroll, reviewing accounts payable and accounts receivable, tracking inventory, creating reports, reviewing financial statements, and other similar functions as required by the job.
  - Knowledge of payroll principles and procedures, such as calculating time sheets, usage of overtime and compensatory time, and processing new hires and terminations.
  - Knowledge of appropriate citizen interactions when dealing with the public.
  - 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 departmental leave policies (e.g., annual, sick, military, suspended without pay, leave without pay, injury, etc.).
  - Knowledge of personnel performance standards and performance appraisal procedures.
  - Knowledge of principles involved in the management of staff/personnel.
- **Technical Skills**
  - Ability to question and elicit information from individuals.
  - Ability to understand data and/or information contained in tables, charts and graphs.
- **Training & Facilitation**
  - Ability to assist individuals with adjusting to a changing environment and/or dealing with issues of emotional instability.



- **Written Communication & Comprehension**

- 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 read and understand information and ideas presented in writing.
- Ability to review written material and identify errors with regard to spelling, grammar, punctuation, and formatting.
- Knowledge of English language grammar, punctuation, syntax, word usage, and sentence structure.

## **Description of the Administrative Supervisor 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 Supervisor examination. The test components are designed to assess the competencies that were deemed important and needed on day one of the job by Administrative Supervisor subject matter experts.

The Administrative Supervisor Examination will consist of one component. This component and the competencies they intend to measure are described in more below.

### ***Structured Interview***

The structured interview will consist of 6 scenario-based questions that are related to situations or tasks that you may be expected to perform as an Administrative Supervisor. Before beginning your structured interview, you will receive time to familiarize yourself with the question and prepare a response. You will respond to questions verbally and your verbal response will be recorded to be assessed at a later date.

#### **Competencies measured by the Structured Interview include:**

- Adaptability & Flexibility
- Creativity & Innovation
- Customer Service
- Leadership & Management
- Oral Communication & Comprehension
- Problem Solving & Decision Making
- Professionalism & Integrity
- Self-Management & Initiative
- Teamwork & Interpersonal
- Training & Facilitation
- Technical & Job-Specific Knowledge

## Description of the Administrative Supervisor Test Administration

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The examination for the job of Administrative Supervisor will be administered in a single testing session on **Tuesday, May 6, 2025**, at the Personnel Board of Jefferson County. You should have already signed up for a test time through the on-line system described in your email of eligibility for the Administrative Supervisor examination. If you have not done so, please follow the instructions provided in that email and sign up for one of the available test times by **Friday, May 2, 2025, at 4pm**.

On Tuesday, May 6<sup>th</sup> you should report to the 2<sup>nd</sup> Floor of the 2121 Building for check-in. Upon arrival, you will first be asked to provide a valid government-issued photo identification (e.g., driver's license, passport). Then, you will be asked to provide your signature on the check-in roster. In addition, you will be asked to read and sign a confidentiality statement. After checking in, you may be required to wait up to an hour before you begin the examination process.

It is necessary that you arrive to participate in the examination at your scheduled check-in time. **If you miss your scheduled check-in time, you will not be allowed to make up the exam.** The examination process will be divided into two (2) phases, and you **MUST** complete both phases of the test in order to remain eligible for employment in the Administrative Supervisor job class. **The examination will take approximately 2.5 hours to complete; however, you should plan to be on-site at the testing facility for up to 4 hours.** Each phase of the testing process is listed below.

### Check-In Period

Phase I:           Preparation Period

Phase II:          Structured Interview

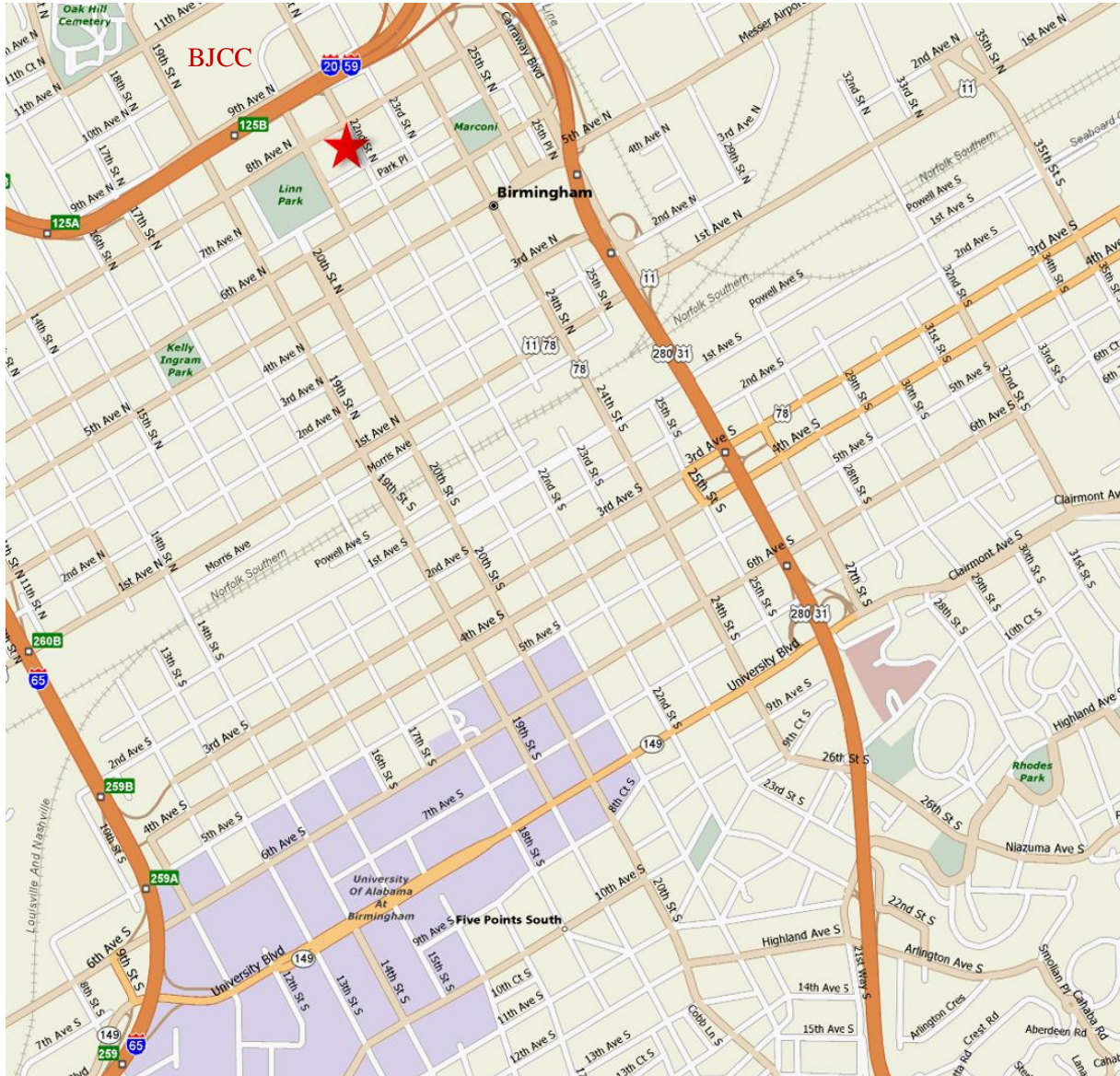
### Check-Out Period

After completing Phase II of the examination, you will check out with a testing monitor and be escorted to a waiting area or be directed to leave the facility.

**\*\*IMPORTANT NOTE: Because this is a promotional examination, after check-out, you may be sequestered once you've completed the examination until the final check-in period closes. This is to ensure test security. Should you leave prior to being released by testing personnel, you will be automatically disqualified from the testing process and your examination will not be scored.**

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

**EXAM LOCATION:** The examination for Administrative Supervisor is scheduled to be held on the 2<sup>nd</sup> floor of the 2121 Building located at 2121 Reverend Abraham Woods Jr. Blvd., Birmingham, AL 35203 (downtown Birmingham, formerly 8<sup>th</sup> Ave North). The map below illustrates with the red star where the 2121 building is located.



**PARKING:** Given the amount of time you may be held at the Personnel Board, **DO NOT** park in a metered space unless it is an 8 hour meter. There are non-metered spaces on the street to the east of the 2121 Building, but they are difficult to find after about 6:30 a.m. Your best bet is to park at the Birmingham-Jefferson Convention Complex (BJCC). Parking costs \$8.00 per day in the BJCC lots and deck. The Personnel Board **DOES NOT** validate parking, nor are we responsible for costs incurred by candidates related to parking, including parking fees, fines and tickets. Allow plenty of time to travel, find appropriate parking and arrive at the Check-In area on time. **If you arrive late to the Candidate Check-In room, you will NOT be permitted to enter the facility and take the test!**

**SECURITY PROCEDURE:** The 2121 Building has implemented new security procedures. The public, including all Merit System employees, may only enter the 2121 Building through the main entrance on the Reverend Abraham Woods, Jr., Blvd /8<sup>th</sup> Avenue North side of the building. For test administration, you will present a photo ID to a testing staff member in the building lobby and will be directed to test check-in. If you visit the 2121 Building on days when you are not taking an exam, you must present a photo ID and sign in at the security desk prior to proceeding to your destination. On test days, these new procedures may create some delays; therefore, please allow yourself extra time to go through this process. The Personnel Board will not extend the grace period, so if you are later than 15 minutes passed your scheduled time reporting to the check-in location you will not be allowed to check in for the test. In other words, your arrival time to the building does not matter; you must arrive at the designated check-in location by your check-in time.

## Test Scoring & Results Notification

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As stated previously in this Guide, all of your responses to test questions and exercises that are made out loud in an individual test room will be recorded. Additionally, any written materials you are asked to produce as part of the test will be stored in a secure location following the exam. All of these materials will be scored over the course of a week (typically two or three weeks after the test) by a group of well-trained volunteer assessors who possess backgrounds and training in Human Resources and/or Industrial & Organizational Psychology. We use such individuals to assess your performance for several reasons:

- a. because they are not from the local area and therefore will not know local job candidates (or be able to influence and assist local candidates unfairly);
- b. because their training and education prior to our assessment ensures they fully understand the federal laws governing employee selection; and
- c. because, as out-of-state volunteers, we can ensure that they are available for a full week of assessment without interruption.

All assessors are trained by the PBJC staff to ensure consistent, reliable and accurate ratings for all components of the examination.

Once the assessment is complete, you will be notified of your score by email. The score notice will contain several pieces of information such as your test score along with your seniority points and two ranks (promotional rank and overall rank). Ranked lists for promotional jobs are established, first, by ranking all passing candidates (by final score with seniority points added) who work for the jurisdiction requesting the list; then by ranking all other candidates below those candidates employed by the jurisdiction. Therefore, your *promotional rank* is your placement on the ranked list considering only candidates who work for the same jurisdiction as you. Your *overall rank* is your placement on the overall ranked list compared to all other candidates regardless of jurisdiction. Please note that seniority points are calculated using the closing date of the announcement as the end date; therefore, seniority points are awarded using the date of February 24, 2025.

Four (4) business days from the date the score notices are emailed constitutes the appeal period for this examination. If you have any questions about your test score or rank, please contact **Ross Scruggs** at **205.279.3574** or **ross.scruggs@pbjcal.org**. If after speaking with this staff member you still have concerns about your test score, you may submit a written appeal to Jeff Crenshaw, 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 score calculation are legitimate areas for appeal. For example, if you feel that you received different treatment than all other candidates, you may appeal this. But if you don't like a particular question or do not feel that it is related to the job, you may not appeal this matter.

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 Supervisor register stays active for at least one year. 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 Supervisor 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.

## Description of Rules Related to Testing

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**Grace Period:** You should report to the Administrative Supervisor exam promptly at your scheduled check-in time. The fifteen minutes following the check-in time constitutes the "grace period" during which candidates will still be permitted to check-in to the examination. Also during this time, candidates who brought outside materials, electronic devices or other prohibited items will be asked to return those items to their vehicles. However, if those candidates do not make it back to the check-in area before the grace period closes, they will not be permitted to take the exam. The grace period closes at precisely fifteen minutes after the scheduled check-in time.

**Make up Exams:** No make-up examinations will be given. The sole exception to this rule will be for eligible candidates who are on active military duty on the day of the exam, in compliance with USERRA guidelines established by the federal government. Traffic emergencies, family emergencies, illness or other incidents, regardless of whether or not they are outside your control, do not constitute grounds for a make-up exam.

**Cheating:** The Personnel Board has a strict "no cheating" rule. If you are caught cheating during any component of the examination, you will receive a zero and be immediately disqualified and

escorted from the premises. In addition, you may be barred from taking any future merit system examinations (Rule 9.14). There are no exceptions to this rule.

**Smoking:** Smoking breaks will not be accommodated under any circumstances. Candidates found attempting to smoke in restrooms will be disqualified from the examination. There are no exceptions to this rule.

**Emergency Calls:** If anyone needs to contact you while you are taking the Administrative Supervisor examination, please have them contact the front desk of the Personnel Board at (205) 279-3500. A message will be taken and the information will be relayed to the test administrators who will then notify you. **Note: THIS IS FOR EMERGENCY CALLS ONLY.**

## **What to Bring / What Not to Bring**

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**BRING** a PHOTO ID to the exam location. You will not be allowed to enter the exam location nor take the Administrative Supervisor exam without your PHOTO ID.

**BRING** a cooler with any food and/or beverages that you might need during the test period. Remember, you may be at the Personnel Board for up to **FOUR HOURS**. Access to food and beverages will be quite limited. If you anticipate wanting food or beverages (including coffee and water), please bring these items yourself.

**DO NOT BRING any communication devices or electronic devices** such as cell phones, tablets, pagers, i-pods, or mp3 players, etc. If you have these items with you at check-in, you will be required to return them to your vehicle as these items are NOT permitted on the testing floor. **The Personnel Board will not hold them for you, nor will we take responsibility for items lost or damaged.** If you miss your check in time due to this, you will **not be allowed** to take the exam.

**DO NOT BRING** any outside reading materials to the examination, including magazines, newspapers, books, or study materials. Reading material provided by the Personnel Board will be available in the holding areas for candidates' use while waiting. Any personal reading materials brought to the test will be confiscated and discarded prior to entry to the check-in area. There are no exceptions to this rule.

## **How to Prepare for the Administrative Supervisor Examination**

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✓ *Come prepared.*

Bring all the materials you will need, such as your picture ID. **You must bring a PHOTO ID** to the exam location. You will not be allowed to enter the exam location nor take the Administrative Supervisor exam without your **PHOTO ID**. Being prepared will also help you focus on the task at hand. **Leave all electronic devices at home or in your vehicle. You will not be allowed to enter the testing facility if you have any electronic devices with you.** Please **DO NOT BRING** any cell phones, tablets, pagers, or other electronic communication devices. If you bring any such device with you, you will be asked to return the item to your vehicle before you can check-in.

✓ *Remember the following when responding to the test exercises:*

1. Your responses will be evaluated by trained assessors against a defined set of performance standards.
2. More detail is better than less detail when making your responses.
3. The assessors will not “read into” what you are saying, so be explicit.
4. You should respond to all items that are presented.
5. Be sure to talk and/or write about what needs to be done and why.
6. You do not have to have actual experience as an Administrative Supervisor to successfully respond to the test exercises.

✓ *Have a positive attitude.*

Approach the test as you would approach a difficult task. It might be tough, but you can do it! A positive attitude goes a long way toward success. Remind yourself that you are well prepared and are going to do well.

✓ *Read the study materials thoroughly.*

This Information Guide has been provided to you to help you prepare as much as possible for the various components of the Administrative Supervisor exam. This Guide can hopefully provide some insight into the testing process, what to expect on the test day, as well as the job duties, knowledge, skills and abilities that are important for the Administrative Supervisor position.

✓ *Get plenty of rest.*

The night before the test, you should get to bed early. In fact, get a good night’s sleep for several nights in a row before the test. Remember, your brain and body need sleep to function well, so do not stay up late!

✓ *Eat breakfast.*

You think more clearly when you have a full stomach; therefore, do not skip breakfast the morning of the test.

✓ *Dress comfortably.*

Be sure to dress comfortably when you come to the exam. You may be there for up to **four** hours. You will not be evaluated based on your appearance, although professional attire may help put you in the appropriate mindset for the exam.

✓ *Arrive early for your scheduled check-in time.*

Allow adequate time for parking at the test facility. Candidates who arrive late for their check-in time will not be permitted to take the test.

✓ *Make sure you have all necessary materials.*

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

✓ *Listen to and read all instructions.*

Listen to all instructions from the test administrators and **read all instructions** contained in the test. You want to make sure you are performing the tasks correctly. If you cannot hear or understand the instructions, ask one of the administrators to repeat the information.

✓ *Stay relaxed and confident.*

Do not let yourself become *anxious*. If you feel anxious before or during a test, take several slow, deep breaths to relax. Do not get worried or frustrated.

✓ *Focus your studying.*

You should spend time reviewing the Competencies Being Measured section of this guide and think about the parts of the test in which each dimension is measured. This will help you focus your studying and preparation, particularly during the week of the exam.

## **What to Expect During the Administrative Supervisor Examination Process**

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You will be given periodic opportunities to use the rest room throughout the exam. You should use these opportunities as necessary. Once the exam begins, you will not be permitted to use the rest room. During the examination and any waiting periods, candidates must seek permission from a Personnel Board staff member to leave their assigned room for any reason.

You will not be permitted to open your exam or preparation booklets until you are instructed to do so.

Candidates making any disturbances or caught cheating will be disqualified from the test.

You must not leave the rooms where you are taking the different components of the exam unless you are told that you may do so. Once the exam begins, you must remain in your room. There will be Test Monitors nearby at all times and they will be available to assist you if you have any problems or questions.

Test Monitors will **not** interpret or explain test questions for you; however, they can assist you with any problems, such as mechanical difficulties or equipment breakdowns or problems with your writing utensils.

There will be video cameras in the rooms in which you complete the structured interview. These video cameras will be used to record your verbal responses. Your recorded performance will be assessed at a later date by trained assessors. Additionally, the Personnel Board records ALL rooms in the Test Facility at all times during the examination for security purposes.



You should speak in a normal speaking voice when you are required to give spoken responses to questions. Please refrain from shouting or whispering. A normal conversational tone should be more than sufficient.

The actual test exercises will take approximately **two (2)** hours to complete. However, due to facility and staffing limitations, only a certain number of candidates will be able to go through the testing process at any one time. Therefore, you may have to wait for as long **as one hour** BEFORE you begin the test. Please be patient and understand that there will be NO EXCEPTIONS to the procedures set by the Personnel Board for the administration of this examination. You will NOT be allowed to leave the test site once you arrive at Check-In unless you disqualify yourself and withdraw from testing. This includes leaving to feed a parking meter, purchase food, or make phone calls.

## 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.

**Ross S. Scruggs, Ph.D.**

Assessment & Development Specialist

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## 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 Allysa Singer at 205-279-3603 or at [allysa.singer@pbjcal.org](mailto:allysa.singer@pbjcal.org).

You may complete the ADA Accommodation Request Form by following the link here:

<http://www.pbjcal.org/ada.aspx>