

## **TEST PLAN**

### **PUBLIC SERVICE REPRESENTATIVE 1 - #0321**

1. Minimum Qualifications Screening
2. Those passing the minimum qualifications screening may receive a grade notice that shows a final score of "Qualified"; or  
Agencies may develop test questions and rating criteria at the time of recruitment.
3. Those with a score of "Qualified" and possessing the requisite skills - or those ranking highest on the test may be invited to participate in the next phase of the selection process.
4. If you are hired, certain knowledge and skills will be assessed during your trial service period.

### **MINIMUM QUALIFICATIONS**

- public contact training or experience which included exchange of information, goods, or money.

### **SKILL CODES**

Use the Support Services Skill Code Sheet.