

## **TEST PLAN**

### **PUBLIC SERVICE REPRESENTATIVE 3 - #0323**

1. Minimum Qualifications Screening
2. Test questions and criteria will be decided at time of recruitment by the hiring agency.
3. Those ranking highest on the test will 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**

Two years of experience in customer service. One year of which must have included explanation of rules, regulations, and policies and responsibility for dealing with unique or unusual situations.