

## **TEST PLAN**

### **PUBLIC SERVICE REPRESENTATIVE 4 - #0324**

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**

- three years of experience performing public contact and/or customer service duties comparable to the work of a Public Service Representative.

At least two years of this experience must include dealing with the public in-person or by phone providing information about services and programs; explaining rules, programs, and procedures; and/or providing assistance, explaining requirements, and gaining compliance.

Preference may be given for experience providing service in an area of specialization specific to the position opening.