

TEST PLAN

TRANSPORTATION SERVICES REPRESENTATIVE 1 - #0331

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 ranking highest on the test will be invited to participate in the next phase of the selection process.
4. Those with a score of "Qualified" - or those ranking highest on the test may be invited to participate in the next phase of the selection process.

MINIMUM QUALIFICATIONS

- two years of public contact/customer service experience which involved dealing with the public in-person or by phone providing information about services/programs or explaining and/or applying laws, rules, regulations/procedures; **AND**
- experience or training using computers to retrieve and input data.

Completion of an Associate's degree will substitute for one year of the public contact experience.

NOTE: Some positions will require possessing a valid Oregon Driver's License and a good driving record.

ADD OPTION B (for positions requiring money handling)...

NOTE: In addition to the above minimum requirements, this position requires the employee to collect money and make change. If you wish to be considered for this position, your application must show a minimum of three months experience in this area.