

TEST PLAN

RETIREMENT COUNSELOR 1 - #0841

1. Minimum Qualifications Screening
2. Agency may:
 - develop test questions and criteria at the time of recruitment, or
 - use the core T&E test that has been developed on:
 - A. Interviewing 45%
 - B. Communication 35%
 - C. Use of Computers and Software 20%
3. Those ranking highest on the test will be invited to participate in the next phase of the selection process. As part of the interview process, there may be a math test.
4. If you are hired, certain knowledge and skills will be assessed during your trial service period.

MINIMUM QUALIFICATIONS

Member Services Option

One year of customer service experience which included explaining rules, programs, or procedures.

OR

12 quarter (8 semester) college level credit hours in Business, Public Administration, or Finance.

Benefit Option

One year of experience researching or reconciling accounts **AND** explaining rules, programs or procedures.

OR

One year of calculating payment amounts **AND** explaining rules, programs, or procedures.

OR

12 quarter (8 semester) college level credit hours in Accounting, Finance or Business Administration.