

TEST PLAN

CHILD SUPPORT CASE MANAGER (ENTRY) - #5128

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 (3) years of experience working with the public in person or by phone giving information about services and programs and solving customer problems/complaints. Experience must include the use of personal computers and typical software such as word processing.

A Bachelors Degree may substitute for the above experience.