Information Handout for
Hillsborough County Civil Service Board

Community Service Officer

This handout has been developed to prepare applicants for taking the Hillsborough County Civil Service examination #05. The following pages contain general test preparation information as well as brief a description of the content area(s) of the test and the types of questions you can expect to find in each area. Answers to examples questions are provided throughout the handout.

Hillsborough County Civil Service Board
Test Preparation Information
!!Please Read Before Testing!!

Notice: Taking and passing a drug test and a job-related physical examination may be required as conditions of initial employment and continued employment!

Notice: If you believe that you are a covered individual under the federal Americans with Disabilities Act (ADA) and would like to request accommodation in the application or testing process, please make your request in person, in writing, or by telephone to any member of our staff at (813) 272-5621.

Testing Location, Hours, and Telephone Number: Tests are administered at the Civil Service Office located at 601 E. Kennedy Blvd., on the 17th floor. Tests are administered during the following hours:

Written:	Mon, Tue, Thu, Fri: 7:30 a.m. to 2:00 p.m. Wed: 7:30 a.m. to 9:30 a.m.
Typing/Data Entry:	Mon, Tue, Thu, Fri: 7:30 a.m. to 3:00 p.m. Wed: 7:30 a.m. to 9:30 a.m.

Tests for all current job openings may be started at any time during open testing hours. Once started, testing may continue beyond open testing hours. No testing appointment is necessary. The telephone number for application and testing information is 272-5621.

YOU MUST BRING PHOTO IDENTIFICATION at the time you wish to be tested.

You should plan at least 3 hours for each examination. Ask our staff for the exact time allowed for your test(s).

PARKING: You may park at any of the metered spaces on the street or at any of the daily pay lots located throughout the downtown area, or the public parking garage adjacent to our building (entrance on Jackson Street).

YOU MAY NOT LEAVE TO PUT MONEY IN PARKING METERS. Once you begin an examination, if you leave for any reason, your examination is VOID and you may not retest for a minimum of two months.

TEST ROOM RULES: *Violation of these rules may result in you being disqualified.*

1. **TURN OFF CELL PHONE BEFORE ENTERING TEST ROOM.**
2. Calculators are not permitted except for test numbers 10, 16, 19, 35 and 46.
3. Written material of any type is not permitted; personal items such as purses & briefcases must be placed on the floor before testing can begin.
4. Chewing gum or other disturbing activities are not permitted.
5. Talking is not permitted. If you have a question about the testing process, ask the question before entering the test room.
6. All materials given to you MUST be returned to the test proctor including scrap paper.
7. No cheating. If caught cheating, you will automatically receive a failing score.
8. You may not leave the test room once testing has begun to go to the bathroom or feed a parking meter. Ensure that you visit the rest room or have enough money in the meter before entering the test room.

TEST TAKING TIPS

1. Know how long your test is. Ask in person or call our office (272-5621). This will help you plan and minimize problems.
2. Organize your schedule to allow for the test time plus one hour. The additional hour will allow for the time required to park your vehicle, walk to the Civil Service Office, and complete the application process. If you do not plan for this extra time, you may feel rushed and perform less than your best on your test.
3. Be well rested.
4. Do not take the test on an empty stomach.
5. Study the appropriate subject area for written tests and/or practice your skill for typing, data entry and shorthand performance tests.
6. Relax as much as possible. Many people find it difficult to relax prior to a test - a condition known as test anxiety. Even though it may be difficult for you to relax prior to being tested, research shows that it is worthwhile to at least try to relax.
7. Read all test instructions very carefully. This includes both sides of this handout as well as the instructions you will receive with your test.
8. Do not spend a great deal of time on a single test item. If you find yourself spending a great deal of time on a single item, a good strategy would be to skip that item, finish the remaining questions, and then return to the unanswered item.
9. There is no penalty for guessing. A good strategy would be not to leave any items blank, even if you do not know the answer.

HILLSBOROUGH COUNTY CIVIL SERVICE OFFICE
COMMUNITY SERVICE OFFICER TEST PREPARATION INFORMATION

The information that follows is provided to help you prepare for the Hillsborough County Civil Service Office's written examination for the position of Community Service Officer. Applicants must pass this test in order to be certified by the Civil Service Office, and to continue with the selection process for Community Service Officer.

The following pages include a description of the different parts of the test, some specific suggestions on how to prepare for the test, and sample test items that are exactly like the types of questions that will appear on the test.

The test is in three general sections. A study of the job performed by Community Service Officers shows that each of these parts is important to good job performance. A brief description of each section of the test will be followed by a more detailed explanation of the types of questions you can expect on the examination.

Section one of the test asks multiple-choice questions pertaining to following directions & interpreting information. These questions are concerned with your ability to follow written directions to interpret information presented.

Section two of the test consists of proofing. You will be asked compare two *supposedly* identical sets of information, and then identify how many errors were made.

The last section of the test involves reading some paragraphs and answering questions about what you have read. It is important that you understand what you are reading in order to answer the questions. To understand what you are reading, you should try to identify the main idea being stated in the passages. You may wish to practice this skill by reading some newspaper articles, restating the main idea of the article in different words; asking yourself how you could use the information presented in the article; or by asking yourself if you understand why statements made in the article are true.

Section I: Following Directions & Data Interpretation

Questions in the first section of the test are designed to see how well you can follow written instructions and interpret information. You will be asked to answer questions relating to a chart similar to the one below.

You are to answer the following question by referring to "Table A" (pictured below). In the left hand column there are buildings listed in 15 rows. In the "Building" column, each row has 6 columns that follow; the number of clock stations, the route numbers, which lights should be extinguished, the number of doors to check, the number of doors to unlock, as well as the number of door keys. All the information you will need to answer ***Example #1*** can be found in "Table A."

TABLE A. Night Rounds Facility Check List

Building	No. of Clock Stations	Route Numbers	Lights to Extinguish	No. of Doors to Check	No. Doors to Unlock	No. of Door Keys
Hall of Justice	37	3 & 4	Office	28	8	20
Hall of Records	14	1, 2, & 3	Office	14	4	12
Juvenile Hall	9	17	Dormitory	4	1	11
Patriot Hall	6	18	All	1	0	10
Quincy Hall	62	5, 6, & 7	Office	4	7	27
Doyle Annex	11	12	None	3	0	7
Klinker Building	6	9	All	2	0	5
Thorpe Building	5	15	All	1	0	4
Law Building	14	8	Office	9	4	12
Courts Building	59	10 & 11	Office	11	8	21
Court House	16	1 & 2	All above 3rd Floor	3	3	7
County Jail	1	4	None	0	0	0
Health Building	13	13	Office & Basement	1	3	9
Frost Building	3	14	All	0	0	12
Center Building	10	6	Office	5	1	6

Example #1
The number of buildings which require no lights to be extinguished and no doors to be checked is:

1. One
2. Two
3. Three
4. Four
5. Five

Table B represents a supply table with a list of supplies which are issued from a storeroom to various locations during a month. The answer to ***Example #2*** is based solely on the information in "Table B."

TABLE B. Supply Chart by Location

			Amount issued to each location					
			Locations:					
Supplies	# of Locations Supplied	Total # of Units Issued	AA	BB	CC	DD	EE	FF
Item 2X	5	24	3	0	10	4	3	4
Item 3Q	3	7	0	2	0	0	1	4
Item 3X	6	10	1	1	2	3	1	2
Item 3Z	6	8	1	2	1	2	1	1
Item 5M	2	2	1	0	0	0	0	1
Item 5R	4	72	0	20	17	30	5	0
Item 7B	3	9	0	3	0	3	0	3
Item 7Q	2	3	0	2	1	0	0	0
Item 8H	1	1	0	1	0	0	0	0
Item 8Z	4	14	0	4	2	0	7	1

Example #2

Which of the following locations received the largest amount of Item 8Z?

1. AA
2. BB
3. CC
4. EE

You are to answer ***Example #3*** by referring to "Table C."

Mail Delivery Instructions:
You are to deliver mail to each of the departments listed in Table C. You will start on the first floor, making the first delivery to the room with the lowest number. After making deliveries to all rooms on the first floor, you will go to the second floor, again, starting with the lowest room number on that floor, and so on up to the top floor. In each of the following questions, decide which room and in what order you will make your deliveries.

TABLE C. Mail Delivery Instructions

Department	Room	Floor
Agricultural Commissioner's Office	475	4
Auditor-Controller's Office	689	6
Board of Supervisors	758	7
Central Services Department	270	2
Civil Service Commission	120	1
Communications Department	330	3
County Clerk's Office	125	1
County Counsel's Office	874	8
Grand Jury	1022	10
Juvenile Court	950	9
Mental Health Department	811	8
Municipal Court	698	6
Personnel Office	1014	10
Planning Department	415	4
Probation Department	929	9
Public Defender's Office	303	3
Public Health Department	220	2
Purchasing Department	1017	10
Superintendent of Schools	509	5
Treasurer-Tax Collector's Office	525	5

Example #3
After you have delivered mail to the Agricultural Commissioner's Office, you should proceed to the:

1. Treasurer-Tax Collector's Office
2. Personnel Office
3. Auditor-Controller's Office
4. Superintendent of Schools

Assume all definitions in SECTION I of the table below are Misdemeanors. All Non-Traffic Misdemeanors have "M" case numbers (ex: M12345) and all Traffic Misdemeanors have "T" case numbers (ex: T12345).

Example #4 references warrants and specific charges issued for a person's arrest. Use the definitions shown in SECTION I of the Table D to determine which appearance schedule provided in SECTION II should be assigned for the person to appear in court. Read ***Example #4***, look at TABLE D, and determine your answer.

TABLE D. Code Violations & Court Appearance Schedule

SECTION I: DEFINITIONS OF CODE VIOLATIONS

CODE #	DEFINITION
270	PC – NON-SUPPORT PAYMENT FOR CHILD
488	PC – PETTY THEFT
602	PC – TRESSPASSING
1203.2	PC – VIOLATION OF PROBATION
1205	PC – FAILURE TO PAY FINE
12500	VC – UNLICENSED DRIVER
14601	VC – SUSPENDED OR REVOKED LICENSE
22350	VC – SPEEDING
23152 A & B	VC – DRIVING UNDER THE INFLUENCE (DUI)
40508	VC – FAILURE TO APPEAR, POSE SIGNATURE TRAFFIC

NOTE: PC = PENAL CODE; VC = VEHICLE CODE

SECTION II: COURT APPEARANCE SCHEDULE

CHOICE OF SCHEDULE	CHARGES	DEPT.	TIME
A	NON-TRAFFIC FRESH ARRESTS & WARRANTS, EXCLUDING 270 PC WARRANTS (ex: CASE NUMBER M12345)	A	8:30 AM MTWThF
B	NON-TRAFFIC WARRANTS IN WHICH ONE CHARGE IS FAILURE TO PAY FINE (1205 PC) OR VIOLATION OF PROBATION (1203.2 PC) (ex: CASE NUMBER M12345)	A	1:30 PM MTWThF
C	DUI WARRANTS IN WHICH ONE CHARGE IS FAILURE TO PAY FINE (1205 PC) OR VIOLATION OF PROBATION (1203.2 PC) (ex: CASE NUMBER T12345)	B	10:30 AM MTWTh
D	TRAFFIC WARRANTS IN WHICH ONE CHARGE IS FAILURE TO PAY FINE (1205 PC) OR VIOLATION OF PROBATION (1203.2 PC) (ex: CASE NUMBER T12345)	B	10:45 AM MTWTh
E	TRAFFIC WARRANTS, EXCLUDING 1205 PC WARRANTS AND EXCLUDING DUI (23152A AND 23152B VC) (ex: CASE NUMBER T12345)	B	1:30 PM MTWThF

Example #4
Which one of the following schedules should be assigned to a warrant issued with charges 14601 VC, 22350 VC, and 1205 PC?

1. Schedule A
2. Schedule B
3. Schedule C
4. Schedule D
5. Schedule E

Answers to Example Exercises

ANSWER TO EXAMPLE #1:
The correct answer is "One." According to TABLE A, only the County Jail has no lights to be extinguished and no doors to be checked. Although, the Doyle Annex does not have any lights to be extinguished, it does have 3 doors that need to be checked. Therefore, the Couny Jail is the only building that meets the criteria of having no lights that need to be extinguished and no doors that need to be checked.

ANSWER TO EXAMPLE #2:
The correct answer is "4", or EE. According to TABLE B, location EE received a total of 7 units of Item 8Z, making them the location receiving the highest quantity of that item. Location BB received the second largest amount of Item 8Z by logging a total of 4 units.

ANSWER TO EXAMPLE #3:
The correct answer is "4", or the Superintendent of Schools. After delivering mail to the Agricultural Commissioner's Office you would need to continue your delivery route on the 5th floor since there were no more rooms to deliver to on the 4th floor. Although the Superintendent of Schools and the Treasurer-Tax Collector's Office are both on the 5th floor, the directions instruct you to deliver mail to the lowest room number on each floor first. Since the Superintendent of Schools has a lower room number (509) than the Treasurer-Tax Collector's Office (525), they should be the next office to receive their mail.

ANSWER TO EXAMPLE #4:
The correct answer is "4", or Schedule D. According to SECTION II of the handout, Schedule D applies to traffic warrants in which one charge is failure to pay a fine (1205 PC) or violation of probation (1203.3 PC). Since the first two charges listed in the question (14601 VC & 22350 VC) are traffic warrants, AND the third charge is failure to pay a fine (1205 PC), Schedule D is the only appropriate appearance schedule for this combination of charges.

Section II: Proofing

This section of the examination was designed to see how well you can identify written errors. Each of the questions below consists of PAIRS of names and addresses which you are to compare for accuracy in copying. Check the "copy" on the right with the "original" on the left, and count the number of errors which have been made in the copy. Then mark the answer on your answer sheet using the following key:

ANSWER KEY:

1 = One error
2 = Two errors
3 = Three errors
4 = Four errors

NOTE:
A transposition is to be counted as one error; for example, 7511 for 5711 or "frist" for "first" would count as only one error each.

The following example will help to explain how to answer the questions in this section of the test. Read the original name and address on the left and determine the number of errors present in copy on the right.

Example #5

Ms. Sonya J. Holmes	Ms. Sonya K. Holmes
County Court, Room 325	County Court, Room 325
854 Tarpon Blvd.	854 Tarpon Blvd.
Dunedin, FL 34698	Dunedin, FL 34689

1. One error
2. Two errors
3. Three errors
4. Four errors

Answer to Example #5
The correct answer is "2," or two errors. The first error occurs in the name line of the address copy. The middle initial "K" is not consistent with the middle initial (J) on the original copy. The second error occurs on the last line of the address copy. The zip code "34689" is not consistent with the zip code (34698) on the original copy. These are the only two errors in the address copy. Therefore the correct answer is "2."

Section III: Reading Comprehension

At times, Community Service Officers must read and understand a wide range of materials. This section of the examination is designed to measure your ability to read and understand various types of written material. You will be required to read each paragraph or passage and choose the statement that best answers the questions which follow. All questions pertain only to the material in the passage which precedes them. Therefore, you are to choose your answer solely on the basis of the material contained in each passage.

Read the Example Paragraph in order to answer the ***Example #6*** that follows.

Example Paragraph

The Warden or other authority responsible for approving housekeeping plans shall, by written order, provide for the primary distribution of property and supplies required for housekeeping within the facility and for the clothing and personal needs of inmates housed therein. He shall also designate the job assignments to be filled by inmates in performing housekeeping and sanitation duties. The ultimate distribution of property, clothing, bedding, linen and cleaning supplies and equipment is delegated downward through channels, as appropriate, so as to facilitate carrying out the purposes of this regulation in order that it shall always be possible for such purposes to be accomplished. (No inmate staff member shall be required to perform any duty which circumstances make it impossible of him to perform).

Example #6

According to the above paragraph, which of the following is most correct with respect to the distribution of property and supplies?

1. The Warden or his assistant usually distributes property to inmates.
2. The responsibility for distributing property is delegated downward to staff members.
3. Inmates are responsible for maintaining routine housekeeping supplies.
4. Inmates can refuse job assignments if additional clothing is not distributed.

Answer to Example #6

The correct answer is "2." The third sentence of the paragraph states that "the ultimate distribution of property, clothing, bedding, linen and cleaning supplies and equipment is delegated downward through channels, as appropriate." Accordingly, choice number 2 is the only response option which correctly states the facts as presented in the sample paragraph.