Office Procedures (U.S.)

Assessment Fact Sheet

Overview	The Office Procedures (U.S.) test measures a candidate's knowledge of typical administrative and support activities performed in offices today. This test is designed for all support and administrative professionals.	
	Job Family/Title	Administrative Assistants/Office Personnel

Details	Average Testing Time (minutes)	18 minutes
	Allowed Time (minutes)	90 minutes
	Maximum Number of Questions	30 questions
	Number of Sittings	One
	Designed for Unproctored Environment	Yes
	Question Format	Multiple Choice - Adaptive
	Product Category	Admin-Clerical

Knowledge, Skills, Abilities and Competencies Measured

Measures knowledge of administrative or support skills required to work in an office environment. The following areas are covered:

- Computer
- Correspondence
- Customer Service
- Filing
- Organization
- Proofreading
- Scheduling
- Telephone Techniques