

To be considered, your responses to this questionnaire and your current application form must be on file, received, or postmarked by **April 07, 2008**.

Office Clerk III
#65-09225-3
Transportation Services Bureau
DEPARTMENT OF ADMINISTRATIVE SERVICES
Evaluation Criteria

Each candidate is being required to answer the following questions to be evaluated fairly for this position, based on your responses to the items below. Your responses will be scored on what you say and include. Please make them as complete and accurate as possible. No item on this form is intended to have you provide information that would indicate your race, color, ethnic group, national origin, religion, sex, age, marital status, political persuasion, or any physical or mental disability. The words "ability" and "experience" in this questionnaire refer in all cases to ability or experience with or without reasonable accommodation for disabilities recognized under the Americans with Disabilities Act (ADA) of 1990. Applicants who need accommodation in the selection process should request this in advance.

Provide your responses as follows:

- On a separate sheet of paper, respond to each of the following questions individually and completely;
- Do not worry about not having all the coursework or experience asked about on the questionnaire; do describe all the relevant experience or coursework you have had.
- Number your responses to correspond with the items;
- Explain or describe any experience (paid or unpaid) and any training related to each item; and
- Describe each job or course and the amount of time or credit it involved.

Submit these responses with your application. **Please put your name and Social Security number on each page of the responses you submit.** Keep a copy of your responses for possible use during the interview. Please call 471-4463 if you have any questions on how to complete this questionnaire. Your application will not be complete until the responses to these items are received by:

Nebraska State Personnel
wrk4neb.dasper@nebraska.gov
301 Centennial Mall South
P. O. Box 94905
Lincoln, NE 68509-4905

Items

1. The Office Clerk III will serve as the primary receptionist in the TSB Service Center and must have strong communication skills and knowledge of business English in order to effectively refer callers and walk-in customers to the appropriate resource or source of information. Describe how you have used or obtained these skills and abilities. Include any experience operating a multi-line phone or answering telephone calls for others. Emphasize any experience serving as a receptionist or referring or directing clients, customers, or the public.

(over)

2. The person in this position must be able to accurately keep records in order to maintain a record of service activities and transactions and to document information according to established office procedures. Describe how you have obtained or used this knowledge and ability. Include any coursework/training or experience in business mathematics, recordkeeping, or preparing documents. Emphasize any experience with responsibility for recording transactions or service activities or taking or maintaining inventory.
3. The Office Clerk III must be able to accurately file records in order to sort, file, retrieve, and review data and documents according to established office procedures for consistent and efficient access to essential information. Describe how you have obtained and used this ability. Include any experience or coursework/training in organizing information, records, files, or supplies. Emphasize any office experience with responsibility for filing or accessing information or documents.
4. The person in this position must have a working knowledge of word processing, spreadsheet, and database programs and be able to use a computer to retrieve and record information. Describe any training or experience you have had in word processing, spreadsheets, data entry, working with databases, maintaining information systems for specific programs, or information retrieval and distribution. Include and explain your experience processing pertinent or statistical data into specific programs or preparing tables or documents. Emphasize any experience using Microsoft Word or Excel, or NIS (Nebraska Information System).
5. The Office Clerk III will provide support for the Administrative Services - TSB Service Center and should have an automotive background or some knowledge of vehicle maintenance. Describe any automotive industry/office background.