

Information Officer Training & Experience Exam

Please indicate in the checkbox the classification(s) for which you are applying:

Information Officer I (Specialist)
Information Officer I (Supervisor)
Information Officer II

For the following questions please indicate a) how important each of the following tasks were in your previous work experience, b) how much training/education you have received related to each task, and c) how recent your experience, training and education is with respect to performing each task. Use the rating scales that are provided with each task. NOTE: The rating scales may be different for various tasks. Please read them carefully before responding.

Subject Area 1: Utilizing Technology (e.g., Computers, presentation aids, media, etc.)

Information Officer incumbents are required to use computers and various computer systems in order to write, conduct research, set up formulas, create graphics, as well as enter, store, and retrieve data for the purpose of supporting the Department in its effort to effectively communicate with other departments, various constituency groups and the general public. Please rate your experience and education with respect to each of the job duties below using the scales provided.

1. Job Task: Write public-relations documents (press releases, marketing plans, brochures, web pages, etc.) and other departmental materials using a word processor.

How important was this job task to your previous job(s)?

Critical
Moderately important
Slightly important
Not important
No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

Extensive (A college degree or certification)
Moderate (Multiple classes but with no degree or certification)
Marginal (Read several books or practiced some on your own)
None (No previous training or education)

How long has it been since you performed this task or received your training?

Within the last six months
6 months to 1 year ago
1 to 2 years ago
More than 2 years ago
Never performed

2. Job Task: Use computerized tools such as databases or the Internet to search for public relations-related information.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

3. Job Task: Use graphics software to create professional-looking public relations materials that effectively communicate relevant material to target audiences.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

4. Job Task: Develop and edit organizational publications for internal and external audiences, such as employee newsletters and agency reports.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

5. Job Task: Develop and maintain the content for department Internet or intranet web pages in order to effectively disseminate information.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

Subject Area 2: Building and Maintaining Effective Interpersonal Relationships

Information Officers depend on the strength of their relationships with co-workers, management, colleagues, and members of the media to disseminate information, arrange meetings or events, and collaborate with stakeholders. Please rate your experience and education with respect to each of the job duties below using the scales provided.

6. Job Task: Establish and maintain cooperative relationships directly with high level government officials.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How long has it been since you performed this task?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

7. Job Task: Establish and maintain cooperative relationships with traditional media outlets such as television, print, radio, etc.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How long has it been since you performed this task?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

8. Job Task: Establish and maintain cooperative relationships with alternative media outlets such as ethnic media, trade press, blogs, and other online sources.

How important was this job task to your previous job(s)?

Critical

Moderately important

Slightly important

Not important

No previous experience.

How long has it been since you performed this task?

Within the last six months

6 months to 1 year ago

1 to 2 years ago

More than 2 years ago

Never performed

9. Job Task: Establish and maintain cooperative relationships with community members, consumers or other constituency groups.

How important was this job task to your previous job(s)?

Critical

Moderately important

Slightly important

Not important

No previous experience.

How long has it been since you performed this task?

Within the last six months

6 months to 1 year ago

1 to 2 years ago

More than 2 years ago

Never performed

Subject Area 3: Applying Effective Organizational Skills

An Information Officer must possess effective organizational skills in order to ensure a productive information/public relations program. Please rate your experience and education with respect to each of the job duties below using the scales provided.

10. Job Task: Establish and document the objectives of an agency's information/public-relations program.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

11. Job Task: Plan, execute, and manage formal news conferences to disseminate critical department or company-related information.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

12. Job Task: Plan and coordinate sponsorships or other publicity-related activities in order to raise public awareness of the organization's goals or objectives.

How important was this job task to your previous job(s)?

Critical
Moderately important
Slightly important
Not important
No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

Extensive (A college degree or certification)
Moderate (Multiple classes but with no degree or certification)
Marginal (Read several books or practiced some on your own)
None (No previous training or education)

How long has it been since you performed this task or received your training?

Within the last six months
6 months to 1 year ago
1 to 2 years ago
More than 2 years ago
Never performed

13. Job Task: Develop plans and procedures to maintain or repair the organization's image and identity in the event of adverse events or crises.

How important was this job task to your previous job(s)?

Critical
Moderately important
Slightly important
Not important
No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

Extensive (A college degree or certification)
Moderate (Multiple classes but with no degree or certification)
Marginal (Read several books or practiced some on your own)
None (No previous training or education)

How long has it been since you performed this task or received your training?

Within the last six months
6 months to 1 year ago
1 to 2 years ago
More than 2 years ago
Never performed

14. Job Task: Provide mission-critical advice to management with respect to maintaining effective public-relations.

How important was this job task to your previous job(s)?

Critical
Moderately important
Slightly important
Not important
No previous experience.

How long has it been since you performed this task?

Within the last six months
6 months to 1 year ago
1 to 2 years ago
More than 2 years ago
Never performed

Subject Area 4: Reading, Comprehending and Applying Written Documents and Materials

An Information Officer is required to read and comprehend a wide variety of written documents including press releases, requests for information, and other publications. Please rate your experience and education with respect to each of the job duties below using the scales provided.

15. Job Task: Review and edit newspaper/press releases for the purpose of disseminating information to members of the general public.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

16. Job Task: Review and edit scripts for radio or television announcements.

How important was this job task to your previous job(s)?

Critical
Moderately important
Slightly important
Not important
No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

Extensive (A college degree or certification)
Moderate (Multiple classes but with no degree or certification)
Marginal (Read several books or practiced some on your own)
None (No previous training or education)

How long has it been since you performed this task or received your training?

Within the last six months
6 months to 1 year ago
1 to 2 years ago
More than 2 years ago
Never performed

17. Job Task: Read and interpret requests for highly sensitive information from high level government, management or constituency representatives.

How important was this job task to your previous job(s)?

Critical
Moderately important
Slightly important
Not important
No previous experience.

How long has it been since you performed this task?

Within the last six months
6 months to 1 year ago
1 to 2 years ago
More than 2 years ago
Never performed

Subject Area 5: Conducting Public Relations-Related Research

An Information Officer must conduct research related to the image and identity of the organization they represent. Information derived from this research is used to assist management in the decision making process and in developing goals and objectives for public relations programs. Please rate your experience and education with respect to each of the job duties below using the scales provided.

18. Job Task: Conduct research in the preparation of news releases, articles and speeches.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

19. Job Task: Use appropriate research methods to conduct a demographic breakdown to determine the best way to communicate relevant information.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

Subject Area 6: Utilizing Effective Public Speaking and Verbal Communication Skills

Effective public speaking and verbal communication skills are critical for Information Officers. Individuals in this classification are expected to communicate clearly with high level government officials and members of the press as well as representatives of the general public. Please rate your experience and education with respect to each of the job duties below using the scales provided.

20. Job Task: Answer inquiries from officials and representatives of various constituency

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How long has it been since you performed this task?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

21. Job Task: Answer inquiries from the media acting as a spokesperson for the department.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How long has it been since you performed this task?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

22. Job Task: Act as spokesperson for the agency before public groups and to individuals who inquire regarding the agency's activities.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How long has it been since you performed this task?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

23. Job Task: Serve as the organization's official representative at meetings of constituency groups, media presentations, or high level government meetings.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How long has it been since you performed this task?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

Subject Area 7: Writing a Wide Range of Public Relations-Related Documents and Materials

Information Officers must possess effective writing skills. They frequently draft materials for a wide variety of audiences and information dissemination modalities including radio, television, the press, or specialized brochures. Please rate your experience and education with respect to each of the job duties below using the scales provided.

24. Job Task: Write copy for news releases, brochures, pamphlets, other official departmental publications, and material to be broadcast on radio and/or television.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

25. Job Task: Write effective press releases and alerts for radio and television broadcasts and/or media kits.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed

Subject Area 8: Supervising a Diverse Workforce

Information Officers are expected to lead and supervise a team of Assistant Information Officers and/or clerical support staff. Please rate your experience and education with respect to each of the job duties below using the scales provided.

26. Job Task: Plan and direct the work efforts of staff as a team leader in order to accomplish a specific set of goals or objectives.

What is your level of achievement regarding this task?

I have performed this task in an *officially* recognized *supervisor capacity* and I can produce documentation from management or human resources to validate this claim.

I have performed this task in an *officially* recognized *project or unit lead capacity* and I can produce documentation from management or human resources to validate this claim.

I have performed this task in an *unofficially* recognized lead capacity (e.g., as a volunteer). Documentation from management or human resources is **not** available to validate this claim.

No previous supervisory or lead experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

Extensive (A college degree or certification)

Moderate (Multiple classes but with no degree or certification)

Marginal (Read several books or practiced some on your own)

None (No previous training or education)

27. Job Task: Ensure compliance with and awareness of the department's Equal Employment Opportunity objectives.

How important was this job task to your previous job(s)?

- Critical
- Moderately important
- Slightly important
- Not important
- No previous experience.

How much training (formal and informal) or education do you have with respect to performing this job task (either self-taught or in a classroom environment)?

- Extensive (A college degree or certification)
- Moderate (Multiple classes but with no degree or certification)
- Marginal (Read several books or practiced some on your own)
- None (No previous training or education)

How long has it been since you performed this task or received your training?

- Within the last six months
- 6 months to 1 year ago
- 1 to 2 years ago
- More than 2 years ago
- Never performed