



# California Department of Justice

## Executive Assistant

### Training and Experience Questionnaire

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This Training and Experience Questionnaire is the examination for the classification of Executive Assistant. The results of this examination will determine your placement on the hiring list for the classification should any open positions become available.

The assessment is a self-rating process. In the following pages, you will rate yourself on a series of statements designed to measure how your training and work history has provided you the essential knowledge, skills, and abilities required to successfully perform in the Executive Assistant position. Your responses in this questionnaire may be later used as information for follow-up questions during a hiring interview.

The overall assessment consists of 4 sections:

- Administrative Tasks
- Analytical Skills
- Oral and Written Communication
- Interpersonal Relationship Skills

The Training and Experience Questionnaire is the sole component of the Executive Assistant examination. All instructions should be read carefully and understood before completing this examination. Failure to do so may result in an inability to process your Training and Experience Questionnaire and disqualification from this examination. Please keep a copy of your responses for your records.

If you have any questions regarding this Questionnaire, please contact:

Danielle Newman  
Testing and Selection Unit  
916-322-1133  
Danielle.Newman@doj.ca.gov

## **How to take a T&E**

### **What is a T&E?**

A Training and Experience Questionnaire (T&E) is a way to measure the previous experience, training, and/or education that a candidate has that is relevant to the job for which the exam is being conducted.

T&Es are typically questionnaires that consist of a series of statements that represent qualities important for successful job performance. You will be asked to rate yourself on the experience, training, and education that you will bring to the job.

### **How do I rate myself?**

Making judgments about your own level of skills or amount of experience can be a difficult task, but there are steps you can take to help increase the accuracy of your ratings.

- To start, pull together some important personal reference materials. You're most likely going to be asked to rate yourself based on your previous work experience. It can be difficult to accurately recall in detail the accomplishments you have achieved in your career. So take a moment to refresh your memory.
  - Pull out your resume and review it. Update it if you need to. Look over your previous positions and the tasks that you performed while in those positions.
  - Review past performance appraisals. These may contain development plans or details of projects that you completed in the past.
  - Look over your transcripts. Remind yourself of the courses that you have taken in your educational path. If there are educational requirements, you may be asked about specific courses that you took while pursuing your education.
  - Make a list of training courses and professional classes that you have taken throughout your career. Note any certifications that you may have achieved. Sometimes you may not have the previous work experience but you may have taken coursework that exposed you to similar knowledge or skills.
  - Read the questions and the response options carefully. Consider all your relevant training and experience.

### **How do I choose which rating best represents me?**

- After you have reviewed some of your personal reference materials you should be in a pretty good position to rate yourself accurately.
  - Be honest. Don't diminish your accomplishments or the amount of time that you have put into your career. As you rate yourself, keep your personal resources next to you and refer to them as needed to refresh your memory.
  - Be truthful. Don't exaggerate what you have done. While it's common to want to present yourself to the best advantage, T&Es are of most use when your ratings are accurate. Rating yourself higher in certain experiences or indicating that you have more training than you do in actuality isn't necessarily going to result in a higher score. Often candidates' responses on the T&E questionnaire are confirmed during the hiring interview. Blatantly falsifying your employment history may lead to disciplinary action and/or removal from the employment list.

# Affirmation Page

All applicants **must complete and return the entire** Training and Experience Questionnaire and Affirmation page to be considered for this examination process.

The completed Training and Experience Questionnaire and Affirmation page must be returned to one of the following addresses:

**Mailing Address:**

Department of Justice  
Testing & Selection Unit  
PO Box 944255  
Sacramento, CA 94244-2550

**File in Person:**

Department of Justice  
Testing & Selection Unit  
1300 I Street, 1st Floor Lobby  
Sacramento, CA 95814

**I hereby certify that the information provided on this Training and Experience Questionnaire is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, suffer loss of State employment, and/or suffer loss of right to compete in any future State examinations.**

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your Name (printed): \_\_\_\_\_

Contact Information:

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

## Task Area 1: Administrative Tasks

A person working in the Executive Assistant classification must be able to demonstrate a good understanding of organizing and prioritizing workloads to meet established deadlines and ensure the most important tasks are completed.

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only make one response per item.

### 1. Coordinating conferences or meetings (e.g. travel, venue, speakers).

Please indicate the highest number of attendees for which you have coordinated a conference or meeting.

- A. I have not scheduled a conference or meeting , but I would be willing to learn.
- B. 1-10 attendees
- C. 11-25 attendees
- D. 25-100 attendees
- E. 100 or more attendees

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally.
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

## 2. Collect topics to draft agendas

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without assistance.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

## 3. Take notes at meetings and prepare minutes for distribution to attendees and other interested staff.

How would you describe your level of expertise in the above task?

- A. I have little or no experience in related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

Considering your work experience within the last two years, how often have you performed the above task?

- A. I have not performed this task, but would be willing to learn.
- B. I have performed this task occasionally (i.e. monthly).
- C. I have performed this task regularly ( i.e. weekly).
- D. I have performed this task extensively (i.e. daily).

**4. Coordinate schedules of several high level executives to organize a priority meeting.**

How would you describe your level of expertise in the above task?

- A. I have little or no experience in related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

**5. Maintain electronic calendars for high level executives.**

How would you describe your readiness to perform the above task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

**6. Provide informal training to clerical staff (e.g. back up support, office procedures).**

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without assistance.

**7. Prepare travel advances and/or expense claims using an automated system.**

How would you describe your readiness to perform the above task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

How many times have you performed the above task?

- A. Never, but willing to learn.
- B. 1-5 times
- C. 6-10 times
- D. 11+ times

**8. Set-up and maintain files (e.g. budget documents, personnel files)**

- A. I have never set up or maintained files, but I would be willing to learn.
- B. I have set up and maintained hard copy files.
- C. I have set up and maintained electronic files.
- D. I have set up and maintained both hard copy and electronic files.

**9. Create and maintain electronic databases used for tracking and collecting data.**

How would you describe your level of expertise in the above task?

- A. I have little or no experience related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

From the list below, check each software program that you have used to create and maintain electronic databases used for tracking and collection of data.

- A. FileMaker Pro
- B. Pro Law
- C. Microsoft Access
- D. Microsoft Excel
- E. Microsoft Word
- F. Quattro Pro
- G. Lotus 123

**10. Establish a tickler file to monitor the progress and completion of assignments from the Director to high level staff.**

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without assistance.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

**11. Track all incoming and outgoing correspondence using an electronic tracking log.**

How would you describe your level of expertise in the above task?

- A. I have little or no experience in related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

Considering your work experience within the last two years, how often have you performed this task?

- A. I have not performed this task, but would be willing to learn.
- B. I have performed this task occasionally (i.e. monthly).
- C. I have performed this task regularly (i.e. weekly).
- D. I have performed this task extensively (i.e. daily).

**12. Prioritize numerous tasks to meet established deadlines.**

How would you describe your skill level for the task listed above?

- A. I have very little experience performing this task but I would be willing to learn.
- B. I have some experience performing this task but I could benefit from some additional training.
- C. I have performed this task frequently and do not require additional training.
- D. This is an area of expertise for me and I could train others in how to perform this task.

## Task Area 2: Analytical Skills

A person working in the Executive Assistant classification must be able to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. The Executive Assistant must also think clearly and analyze organizational and management problems in order to take effective action.

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only make one response per item.

### 13. Understand and apply office policies to ensure compliance with administrative functions.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without co-worker assistance.

### 14. Research and complete a special project as directed by your supervisor.

- A. My supervisor worked closely with me, gave me directions on most parts of my job, and frequently reviewed my work.
- B. My supervisor gave me general instructions and regularly reviewed my work.
- C. My supervisor set goals for me and let me direct the course of my work.
- D. I supervised or led others in completing work for the unit.

**15. Review incoming correspondence and recommend appropriate action to supervisor.**

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without assistance.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

**16. Prepare monthly and quarterly reports for submission to management.**

How would you describe your level of expertise in the above task?

- A. I have little or no experience in related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without assistance.

## Task Area 3: Oral and Written Communication

Executive Assistants must be able to screen, redirect and/or respond to telephone calls and written requests from the Governor's Office, Legislature and other high level contacts on behalf of the Director; and give information and provide assistance using good judgment and discretion.

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only make one response per item.

### 17. Review documents for grammatical content and error.

How would you describe your level of expertise in the above task?

- A. I have little or no experience in related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

Considering your work experience within the last two years, how often have you performed this task?

- A. I have not performed this task, but would be willing to learn.
- B. I have performed this task occasionally (i.e. monthly).
- C. I have performed this task regularly (i.e. weekly).
- D. I have performed this task extensively (i.e. daily).

**18. Edit and format correspondence reviewing spelling, content and grammar.**

How would you describe your level of expertise in the above task?

- A. I have little or no experience in related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

Considering your work experience within the last two years, how often have you performed this task?

- A. I have not performed this task, but would be willing to learn.
- B. I have performed this task occasionally (i.e. monthly).
- C. I have performed this task regularly (i.e. weekly).
- D. I have performed this task extensively (i.e. daily).

**19. Screen incoming phone calls and respond appropriately.**

How would you describe your readiness to perform the above task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

**20. Compose memos and correspondence for signature of a high level official.**

How would you describe your level of expertise in the above task?

- A. I have little or no experience in related to this task but would be willing to learn.
- B. I have introductory skills in this area; I can perform this task with supervision.
- C. I have moderate skills in this area; I can generally perform this task independently but may require some additional training.
- D. I have advanced skills in this area; I can perform this task with no additional training.
- E. I have expertise in this area; not only can I perform this with no additional training, but I have trained others in the performance of this task.

**21. Communicate a directive from a high level official to office staff.**

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without assistance.

## Task Area 4: Interpersonal Relationship Skills

Executive Assistants must have the ability to establish and maintain cooperative working relationships and the skill to orally communicate in a courteous, professional manner with a variety of individuals in order to exchange information and/or assign or accept work.

Read each item carefully and select the option that best corresponds with your response. Unless directed to choose more than one option, please only make one response per item.

### 22. Establish and maintain relationships with individuals of various levels of authority.

What is the highest level of authority you have worked for?

- A. I have worked for lower level management (i.e. first line Supervisor)
- B. I have worked for middle management (i.e. section manager, sales manager)
- C. I have worked for upper level management (i.e. regional manager)
- D. I have worked for a high level executive (i.e. director, CEO)

### 23. Handle sensitive assignments while maintaining confidentiality.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

### 24. Advise upper level management of complex or sensitive issues arising in the workplace.

What is the highest level of independence you have been given when performing this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have observed others performing this task.
- C. I have performed this task with the assistance of my supervisor or co-workers.
- D. I have performed this task by myself without assistance.

**25. Act as a liaison between a variety of individuals in varying levels of authority.**

How would you describe your readiness to perform the above task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

In your work experience, how frequently have you performed this task?

- A. I have little or no experience performing this task but I would be willing to learn.
- B. I have performed this task occasionally but it was not a major part of my job(s).
- C. This task was a major part of one or more of my jobs and I performed it several times a week.
- D. This task was a major part of one or more of my jobs and I performed it on a daily basis.

**THIS CONCLUDES THE TRAINING AND EXPERIENCE QUESTIONNAIRE**

**Please submit this document along with any other required documentation  
per the instructions on page 2.**

DEPARTMENT OF JUSTICE  
EXECUTIVE ASSISTANT  
OPEN- STATEWIDE

CONDITIONS OF EMPLOYMENT  
FORM 631  
IDENTIFICATION #: \_\_\_\_\_

NAME: \_\_\_\_\_ (PLEASE PRINT)  
Last First M.I.

If you are successful in the above examination, your name will be placed on the active list and certified to fill vacancies according to the conditions you have specified on this form. If you are unable to accept employment, or do not reply to contacts from the department your name will be placed on the inactive list for this classification.

\*\*\*\*\*  
PLEASE SELECT YOUR CHOICE(S) INDICATING LOCATION(S) YOU ARE WILLING TO WORK:

- (05) Anywhere in the State
- (0100) Oakland
- (1000) Fresno
- (1900) Los Angeles
- (3400) Sacramento
- (3700) San Diego
- (3800) San Francisco

\*\*\*\*\*  
PLEASE INDICATE THE TYPE OF APPOINTMENT(S) YOU WILL ACCEPT

Please Check Your Choice(s):

- \_\_\_ (D) Permanent - full time only.
- \_\_\_ (R) Permanent - part time or intermittent.  
Temporary - full time, part time, or intermittent.
- \_\_\_ (A) All of the above

\*\*\*\*\*  
NOTE: PLEASE NOTIFY THE DEPARTMENT OF JUSTICE/ TESTING AND SELECTION UNIT, IN WRITING, OF ANY CHANGE IN YOUR ADDRESS OR AVAILABILITY FOR EMPLOYMENT.

DEPARTMENT OF JUSTICE  
TESTING & SELECTION OFFICE  
1300 "I" STREET  
SACRAMENTO, CA 95814