

**DEPARTMENTAL RECORDS CLERK  
STUDY GUIDE**

A written examination for the class of **DEPARTMENTAL RECORDS CLERK** to be administered in your jurisdiction will consist of **114** multiple-choice questions covering the following subject areas:

The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>% OF EXAM</b>
<b>OFFICE PRACTICES AND PROCEDURES</b> Knowledge of office procedures sufficient to process mail, to handle telephones and convey messages, and to operate office equipment.	<b>6.0%</b>
<b>FILING PROCEDURES</b> Knowledge of effective filing procedures sufficient to organize and arrange items in numerical, alphabetical, and chronological order, or according to subject matter.	<b>10.0%</b>
<b>FILING EXERCISE - ALPHABETIZING</b> Knowledge of accepted practices in arranging words and names alphabetically.	<b>4.0%</b>
<b>FILING EXERCISE</b> Knowledge of effective filing and retrieving files and records.	<b>3.0%</b>
<b>CLERICAL OPERATIONS</b> Knowledge of general clerical practices to organize and maintain records and files.	<b>9.0%</b>
<b>DEPARTMENTAL RECORDS</b> Knowledge of practices and procedures utilized for records keeping, report preparation, and preparation of official correspondence, involving the compilation and organization of information and data into effective written format for reports or official correspondence.	<b>6.0%</b>
<b>RECORDS EXERCISE - TIME SHEETS</b> Knowledge of gathering, recording, and accessing information on logs, charts, or forms.	<b>9.0%</b>
<b>ENGLISH USAGE / GRAMMAR</b> Knowledge of subject/verb agreement, spelling of common words, correct word usage, and recognizing grammatical errors.	<b>12.0%</b>
<b>MATHEMATICS</b> Knowledge of the basic principles of simple mathematical calculations in the work setting.	<b>10.0%</b>
<b>CLERICAL PROFICIENCY (PROOFREADING)</b> Knowledge of detecting errors and/or differences between two sets of written material (an original and a copy).	<b>20.0%</b>

<b>FOLLOWING WRITTEN DIRECTIONS</b>	
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Knowledge and ability to read and follow written instructions in completing assigned tasks on the job.	
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The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, this study guide has been provided as a service to assist applicants in preparing for an examination.