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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the written (multiple choice) examination for the **Security Officer** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. OBSERVATION & MEMORY (16 Questions)**

Employees in this job must be able to remember many details about situations in which they are involved in order to properly record and report pertinent information from the scene of an accident or crime. Test question topics include:

- Identifying accident/crime scene participants;
- Memorizing detailed information from accidents or crimes;
- Describing accident/crime scenes from memory.

**II. COMMUNICATION SKILLS (14 Questions)**

Employees in this job must possess the ability to communicate by writing clear, concise and grammatically correct incident and round reports. This section of the exam presents questions to test your knowledge of the appropriate use of English in such reports and records as well as your spelling, vocabulary, punctuation and syntax skills. Test question topics include:

- Use of proper business English (e.g., sentence structure; grammar; syntax; etc.);
- Use of appropriate punctuation in business correspondence (e.g., periods; commas; semi-colons; colons; hyphens; etc.);
- Identifying correctly and incorrectly spelled words;
- Report preparation principles and techniques.

**III. WRITTEN INSTRUCTIONS (16 Questions)**

Employees in this job are often required to read and follow written instructions that explain how to perform various security tasks. This section is designed to test your ability to read and follow a variety of written instructions and correctly answer questions related to each set of instructions.

**IV. PUBLIC INTERACTION (14 Questions)**

Employees in this job must be able to communicate and interact with the public, state facility residents and facility staff in a caring and cooperative manner. The questions in this exam section test your interpersonal relations skill using typical situations one would encounter on the job. Test question topics include:

- How to effectively respond to questions posed by the public;
- Methods used to enhance positive working relationships with residents and facility staff;
- Techniques used to manage unreasonable, angry or hostile persons;
- Promoting a positive impression of the facility and state employees among the general public.

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## **V. SAFETY & SECURITY**

**(16 Questions)**

Employees in this job are responsible for the safety and well-being of their coworkers and facility residents. Employees must also be able to react quickly and appropriately to emergency situations and be able to recognize potentially hazardous situations. The questions in this exam section test your knowledge of emergency situations and techniques to be used to ensure the safety and security of people and facilities. Test question topics include:

- Identification of safety hazards;
- Safety precautions;
- Appropriate responses to emergency or unusual situations such as bomb threats, weather alerts, fires, etc.;
- Security patrol techniques;
- Fire evacuation procedures;
- Combustion and the behavior of fire;
- Rescue techniques.