

**New York State  
Department of Civil Service**

*Committed to Innovation, Quality, and Excellence*

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*A Guide to the Written Test*

**for the**

**Entry-Level Account / Audit Clerical Series**

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Opportunities at **work.**



Andrew M. Cuomo  
*Governor*

Jerry Boone  
*Commissioner*

## **INTRODUCTION**

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for the Entry-Level Account / Audit Clerical Series. This test guide provides a general description of the subject areas which will be tested and the different types of questions you may see on the test. The Examination Announcement will specify the exact subject areas to be included on the particular examination you will be taking.

The written test for the Entry-Level Account / Audit Clerical Series has an overall time allowance of 3 hours. The test questions will cover the following three subject areas:

- 1. CLERICAL OPERATIONS WITH LETTERS AND NUMBERS:** These questions test for skills and abilities in clerical operations with letters and numbers. The operations may involve alphabetizing, comparing, checking, and/or counting given groups of letters and/or numbers
- 2. ARITHMETIC COMPUTATION WITHOUT CALCULATORS:** These questions test for the ability to do addition, subtraction, multiplication, and division. Questions may also involve fractions, decimals, averages, and percents. **Note:** *You will **not** be allowed to use a calculator, or any other type of calculating device, to answer these questions or any other questions on this written test.*
- 3. ARITHMETIC REASONING:** These questions test for the ability to solve arithmetic problems which are presented in sentence or short paragraph form. Knowledge of addition, subtraction, multiplication, and division is necessary. Questions may also involve the use of percents, decimals, and fractions.

The remainder of this test guide explains how you will be tested in each of the subject areas listed above. A **TEST TASK** is provided for each subject area. This is an explanation of how a question will be presented and how to correctly answer it. Read each explanation carefully. This test guide also provides at least one **SAMPLE QUESTION** for each subject area. The sample question is similar to the type of questions that will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer to each sample question. You should study each sample question and solution in order to understand how the correct answer was determined.

## SUBJECT AREA 1

**CLERICAL OPERATIONS WITH LETTERS AND NUMBERS:** These questions test for skills and abilities in clerical operations with letters and numbers.

**TEST TASK:** You will be given questions which involve a variety of operations with letters and numbers. You must determine the specific answer to each question. The operations may involve alphabetizing, comparing, checking, and/or counting given groups of letters and/or numbers.

### **SAMPLE QUESTION 1:**

How many pairs of the following groups of letters are exactly alike?

BRFQ SX    BRFQ SX  
ACDOBJ    ACDOBJ  
RPTQVS    RPTQVS  
ZUYRVB    ZUYRVB  
SPQRAS    SQRPAS  
HVCBWR    HVCRWB

- A. 2
- B. 3
- C. 4
- D. 5

*The correct answer is B.*

**SOLUTION:** To answer this question correctly, compare the groups of letters in the column on the left, with the groups of letters in the column on the right. Determine how many pairs are exactly alike. Since three pairs are exactly alike (BRFQ SX, RPTQVS, ZUYRVB), the correct answer to this question is 3 (choice B).

### **SAMPLE QUESTION 2:**

In the following sentence, how many words contain letters that appear more than once in that word?

“Right around April Fool’s Day, the daffodils and crocuses start to emerge and cheer us up after a long winter.”

- A. 5
- B. 6
- C. 7
- D. 8

*The correct answer is B.*

**SOLUTION:** To answer this question correctly, look at each word to see how many contain the same letter more than once. Since six words (“Fool’s”, “daffodils”, “crocuses”, “start”, “emerge”, “cheer”) contain letters that appear more than once in that word, the correct answer to this question is 6 (choice B).

### **SAMPLE QUESTION 3:**

Which choice below lists the letter that is as far after C as T is after O in the alphabet?

- A. G
- B. H
- C. I
- D. J

*The correct answer is B.*

**SOLUTION:** To answer this question correctly, count how many letters are between O and T in the alphabet. There are 4 letters between O and T in the alphabet (P, Q, R, S). Since there are also 4 letters between C and H in the alphabet (D, E, F, G), the correct answer to this question is H (choice B).

### **SAMPLE QUESTION 4:**

In the following list of numbers, how many times does 8 come just after 6 when 6 comes just after an odd number?

6325687253494236844576842396868

- A. 2
- B. 3
- C. 4
- D. 5

*The correct answer is C.*

**SOLUTION:** To answer this question correctly, determine the number of times 8 follows 6 when 6 follows an odd number in the list of numbers above. Since there are 4 times where 8 follows 6 when 6 follows an odd number in the list above (568, 368, 768, 968), the correct answer to this question is 4 (choice C).

## **SUBJECT AREA 2**

**ARITHMETIC COMPUTATION WITHOUT CALCULATORS:** These questions test for the ability to do addition, subtraction, multiplication, and division. Questions may also involve fractions, decimals, averages, and percents. You will **not** be allowed to use a calculator or any other type of calculating device to answer these questions or any other questions on this written test.

**TEST TASK:** You will be provided with numerical problems which you must solve by adding, subtracting, multiplying, or dividing. You may also have to solve problems involving fractions, decimals, averages, and percents. These arithmetic computations must be done without the aid of a calculator.

**SAMPLE QUESTION:**

How much is 150% of 80?

- A. 1.8
- B. 5.3
- C. 70.0
- D. 120.0

*The correct answer to this sample question is D.*

**SOLUTION:** To answer this question correctly, you must first convert 150% to its decimal value, 1.5. You must then multiply 80 by 1.5 to determine what 150% of 80 is. Since  $80 \times 1.5 = 120.0$ , the correct answer to this sample question is 120.0 (Choice D).

## **SUBJECT AREA 3**

**ARITHMETIC REASONING:** These questions test for the ability to solve arithmetic problems which are presented in sentence or short paragraph form. Knowledge of addition, subtraction, multiplication, and division is necessary. Questions may also involve the use of percents, decimals, and fractions.

**TEST TASK:** For each question, you must read the problem, understand the situation presented, decide what must be done to answer the question, and apply the appropriate arithmetic operation(s), in the correct order, in order to arrive at the correct answer.

**SAMPLE QUESTION:**

Of the 300 people working at a medical facility, 14% are physicians' assistants.  
How many workers at the medical facility are not physicians' assistants?

- A. 42
- B. 86
- C. 258
- D. 286

*The correct answer to this sample question is C.*

**SOLUTION:** To answer this question correctly, you must first determine what percent of the people working at the medical facility are not physicians' assistants. Since 14% are physicians' assistants, 86% (100% minus 14%) are not physicians' assistants. You must then convert 86% to its decimal value, 0.86, and multiply 300 by 0.86, to determine what 86% of 300 is (the number of workers at the medical facility who are not physicians' assistants). Since  $300 \times 0.86 = 258$ , the number of workers at the medical facility who are not physicians' assistants is 258 (choice C).

## **TEST SECURITY**

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

## **CONCLUSION**

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

### **Before the test ...**

- Study and review this guide to become familiar with what the test will cover.
- Study and review the subject areas that will be covered on the test.

### **On the day of the test ...**

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other **allowed** materials.
- Do **NOT** bring this test guide to the test site.

### **At the test site ...**

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

### **During the test ...**

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

### **After the test ...**

- Do **NOT** remove any test materials from the test room
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make the information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

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