

**Test Information Guide
for
Customer Service Specialist
Test**

Test # 5306

**Human Resources
Performance Assessment Services
Southern California Edison
An Edison International Company**

April

Introduction

The purpose of this Test Information Guide is to familiarize you with the Customer Service Specialist (CSS) Test. The test involves using a computer, following directions, and performing work similar to that done by CSSs.

Test Scheduling

Employees will be scheduled for testing by their Supervisor through Human Resources. Applicants will be scheduled through the recruiter. If you do not pass the test on your first attempt, please refer to the testing guidelines on Myedison.net (employees only) or call 626-302-9830.

Test Session

In order to take the test, you will need to show a picture ID (driver's license or some other identification with a photo). **Please be sure to bring this with you.**

It is important that you follow the directions of the Assessment Coordinator *exactly*. If you have any questions about the testing session, be sure to ask the Assessment Coordinator **before** the testing begins. During testing, you may not leave the room, talk, smoke, eat, or drink except for during scheduled breaks. Since some tests take several hours, you should consider these factors before the test begins.

General Information about the CSS Test

The CSS Test is composed of a series of test modules (sections) designed to measure the degree to which people can demonstrate the knowledge, skills and abilities important in learning and performing the job for which you have applied. The test closely approximates the CSS job, and was based on a thorough analysis of various customer service specialist (representative) jobs.

Some of the knowledge, skills, and abilities important to doing well on the test include: light typing; following written instructions; learning and acting on new material; listening to customer information; entering information into the computer; basic math; basic computer skills; and accuracy (in understanding and recording information). The CSS Test will include time to familiarize yourself with, and practice with, the computer before the scored portion of the test begins.

The test includes detailed instructions and guidelines for what to do and is administered on an IBM-compatible 486 or Pentium. The test has three modules of progressive difficulty; the techniques you learn and apply in earlier modules will help you in later modules. (Your computer screen will tell you when you have finished a module.) Before the test starts, you will be given some time to familiarize yourself with, and practice with, the computer. An Assessment Coordinator will be available during the entire test session.

Test Module One: Basic Work Station

This module is timed automatically and takes about 25 minutes, including time to read instructions and to practice.

You will be listening to recorded voices of “customers” giving you information (e.g., name, new address, old address, phone number, employer’s name, moving date) which you will enter onto information screens. You will have the ability to have the information repeated several times if you wish, by “playing it back.” The more information you are able to enter correctly, the higher your score. So it is to your advantage to type as quickly and accurately as you can.

Test Module Two: Customer Order

This module is timed automatically and takes about one hour, including time to read instructions and to practice.

It assesses the skills involved in taking applications for customer service, disconnecting service, and handling customer inquires about power outages.

Test Module Three: Bill Inquiry

This module is timed automatically and takes about one hour and fifteen minutes, including time to read instructions and to practice.

It assesses the skills involved in handling customers’ bill inquiries (including complaints about high bills, and granting and denying payment extensions).

Test Taking Strategies

Your emotional and physical state during the test may determine whether you are prepared to do your best. The following list provides common sense techniques you can use before the test begins.

Technique	Remarks
<i>Be confident</i>	<ul style="list-style-type: none">• If you feel confident about passing the test, you may lose some of your anxiety.• Think of the test as a way of demonstrating how much you know, the skills you can apply, the problems you can solve, and your good judgment capabilities.
<i>Be punctual</i>	<ul style="list-style-type: none">• Arrive early enough to feel relaxed and comfortable before the test begins.
<i>Concentrate</i>	<ul style="list-style-type: none">• Try to block out all distractions and concentrate only on the test. You will not only work faster but you will reduce your chances of making careless mistakes.• If the test room becomes noisy or there are other distractions or irregularities, mention them to the Assessment Coordinator <i>immediately</i>.
<i>Read critically</i>	<ul style="list-style-type: none">• Read all information and directions carefully.
<i>Listen carefully</i>	<ul style="list-style-type: none">• Pay close attention to what the Assessment Coordinator says. Also, listen closely to the recorded voices.
<i>Take notes</i>	<ul style="list-style-type: none">• Use your scratch paper to write down some information that is not in your handouts and seems <u>particularly</u> useful. One of the characteristics of this test is that you cannot return to all the information screens you viewed in earlier sections of the test. (There are some screens you can refer to repeatedly, but some are seen only once!)
<i>Use the practice tests</i>	<ul style="list-style-type: none">• Use the practice tests at the beginning of the first three modules to familiarize yourself with the keyboard and its options, and with the various screens and the types of information they contain. Also, use these chances to study feedback on your performance so you can do better during the actual test sessions.
<i>Use the handouts</i>	<ul style="list-style-type: none">• Study the handouts you are given right before you begin the CSS Test. You probably will want to refer to these handouts during different parts of the test, so it is to your advantage to have an idea about the sort of information the handouts contain.