



# Test Information Guide for Dispatcher Performance Test

Test Number: 9804

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

REV041311

## **Introduction**

The purpose of this Test Information Guide is to familiarize you with the Dispatcher Performance Test #9804. The test involves listening to incoming messages, following directions, and performing in a work environment similar to that in an DOC.

## **Test Session**

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

**All cellular/mobile phones, pagers or other electronic equipment will NOT be allowed in the testing area.**

You will receive a Test Comment form so that you can make comments about test questions. Write any comments you have and turn it in with your test when you are done.

## **Information Guide Feedback**

At the end of this Guide you have been provided with an Information Guide Feedback page. If a procedure or policy has changed, making any part of this Guide incorrect, your feedback would be appreciated so that corrections can be made.

## Test Taking Strategies

### Introduction

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"> <li>- If you feel confident about passing the test, you may lose some of your anxiety.</li> <li>- 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.</li> </ul>
<i>Be punctual</i>	<ul style="list-style-type: none"> <li>- Arrive early enough to feel relaxed and comfortable before the test begins.</li> </ul>
<i>Concentrate</i>	<ul style="list-style-type: none"> <li>- Try to block out all distractions and concentrate only on the test. You will not only finish faster but you will reduce your chances of making careless mistakes.</li> <li>- If the test room becomes noisy or there are other distractions or irregularities, mention them to the Test Administrator immediately.</li> </ul>
<i>Read critically</i>	<ul style="list-style-type: none"> <li>- Read all directions and questions carefully.</li> </ul>
<i>Listen carefully</i>	<ul style="list-style-type: none"> <li>- Pay close attention to what the assessment coordinator says. Also, listen closely to the recorded voices.</li> </ul>
<i>Take notes</i>	<ul style="list-style-type: none"> <li>- Use your scratch paper to write down some information that is not in your handouts and seems <u>particularly</u> useful.</li> </ul>

Remember the techniques described in this section are only suggestions. You should follow the test taking methods that work best for you.

### *Simulation Exercise*

The simulation exercise requires you to take on the role of a dispatcher for a fictitious company. The company provides licensed contracting services. It will be your role to monitor incoming situations, make decisions on how to resolve situations presented during the simulation. In order to resolve those situations you will be provided with reference materials such as a personnel list, references, and work schedules.

There are no study materials for the test, rather it will require you to use your skills and abilities to solve work related problems in a “busy” environment. The entire testing session, including administration instructions, preparation time, and test time, takes approximately one and a half hours to complete. The test contains 11 problems. The test administrator will run through all materials and a sample problem during your testing session to assure clarity and give you practice in taking this type of test. You will be provided with all necessary testing materials and the specific instructions at your designated location.

The following is an example situation to which you may be faced with during the exam:

“A customer at 17 E. Maple Ave. roof collapsed and needs to have it re-constructed. They went out for dinner last night and when they returned were shocked to find their roof had completely collapsed. Their house is unlivable in the current state.”

Using the materials you are given, you will then be required to determine the following types of information:

- if your company can perform the required type of work
- what priority is the situation
- who are the qualified personnel for this type of work
- are the required personnel available

### Information Guide Feedback

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

Southern California Edison  
Human Resources - Performance Assessment Services  
G.O. 5, 1<sup>st</sup> Floor  
1515 Walnut Grove  
Rosemead, CA 91770

**Test Name: 9804 Dispatcher Performance Test**

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