



Information Guide for Telephone Operator Performance Test

Test Number: 4900

Human Resources
Talent Planning & Programs
Southern California Edison
An Edison International Company

REV05182016

Introduction

The **4900 Telephone Operator Performance Test** was designed to simulate tasks performed by Telephone Operators at Southern California Edison. During this test, you will demonstrate skills important to this role. The test is designed for both internal and external candidates; therefore, it does not contain Southern California Edison specific processes and procedures. This guide contains strategies and other information to prepare for the test.

Test Session

The **Telephone Operator Performance Test** is a role-playing scenario where you assume the role of a Telephone Operator at a fictitious organization. A trained role player will play the part of the “callers” and any other roles involved in the exercise. Prior to beginning the test, you will receive directions and information about the fictitious organization and you will be given time to review the information. When the test begins, you will answer and act upon the calls according to the directions provided.

All calls between you and the role player are recorded for scoring purposes. All recordings will be confidential and used for testing purposes only. The entire process, including the instruction and material review, takes approximately 60 minutes.

Your test administrators will provide you with all the materials necessary to complete the test. It is important that you follow the directions of the administrators exactly.

During the testing session, you may **NOT** leave the testing area, talk to others, smoke, eat, or drink. Since this testing will take approximately 60 minutes, 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.

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 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"> - If you feel confident about passing this 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, your abilities, 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 finish faster but you will reduce your chances of making careless mistakes. - If the test area becomes noisy or there are other distractions or irregularities, mention them to the administrators immediately.
<i>Follow Instructions</i>	<ul style="list-style-type: none"> - Listen to the instructions you receive from the test administrator, and be sure to follow them.
<i>Read critically</i>	<ul style="list-style-type: none"> - Read all directions and other documents carefully.
<i>Speak clearly</i>	<ul style="list-style-type: none"> - When participating in audiotaped exercises, be sure to speak clearly.

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

Competencies Measured

Below is a list of the competencies, along with their definitions. These definitions describe the types of behaviors being assessed in the test.

A. Interpersonal Communication

Ability to interact effectively and professionally with a wide range of people, sometimes under adverse or emergency situations. Ability to exhibit strong oral communication skills including active listening skills and proper phone etiquette.

B. Information Gathering and Relaying

Ability to compile necessary information and clearly relay it to the appropriate parties.

C. Customer Service Orientation

Ability to meet the needs of callers by transferring them to their desired location in a professional and expedient manner. Ability to respond with a sense of urgency to solve client problems and meet service requests.

D. Adhering to Instructions

Ability to adhere to the directions and procedures outlined in the test.

E. Stress Management

Ability to handle a high volume of calls and maintain composure during emergency situations.

F. Confidentiality/Discretion

Ability to determine and maintain the confidentiality of sensitive information. Adheres to established policies and procedures regarding sensitive information when interacting with others.

G. Written Communication

Ability to communicate in writing using proper grammar, spelling, and punctuation. Ability to convey ideas in a clear, concise manner.

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:

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