

**Test Information Guide**

**for**

**Dispatcher Performance Test**

**for**

**Clerk, Distribution Operations Support**  
**Specialist, Distribution Operations Support**

**Test # 9804**

October, 2007

Human Resources, Performance Assessment Services  
Southern California Edison Company

## **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 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.

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.

## 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"><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 work 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 Assessment Coordinator <i>immediately</i>.</li></ul>
<i>Read critically</i>	<ul style="list-style-type: none"><li>• Read all information and directions 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>

## TEST # 9804

### *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 test takes approximately 1 and a half hours to complete and 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 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

# Study Guide Feedback

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

Performance Assessment Services  
8631 Rush St. GO4, Ground Floor  
Rosemead, CA 91770

Test Name: Dispatcher Performance Test

Test No: 9804

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