DEPARTMENT OF CITY CIVIL SERVICE

NEW ORLEANS, LOUISIANA

SAMPLE EXAMINATION

for the positions related to

MANAGEMENT DEVELOPMENT ANALYST / SPECIALIST

(2011)

The information that follows is similar to, and will help you prepare for, the test used for the **Management Development Analyst** series. The test that you will take will have 84 questions. You will have 3 hours to complete it. This sample test has 18 questions.

The instructions on the following page are the same as those on the test itself. Please look through all of this material carefully to better prepare yourself for the actual test.

The answers appear on the last page of this document.

GENERAL INSTRUCTIONS

You will have three hours to complete all questions. Keep this time limit in mind when answering the questions.

Read all instructions carefully. Separate sections may have separate instructions. Read these instructions before answering the questions in that section.

This test is used for three classifications: 1) Management Development Analyst I, 2) Management Development Analyst II, and 3) Management Development Specialist I. Answer all questions by assuming that you are doing this type of work, in one of these classes.

All of the questions in this test are multiple-choice. For each question you must decide which is the <u>best</u> answer.

In taking this test you are to mark your answers on a separate answer sheet with a #2 pencil. You do this by darkening the space on the answer sheet which has the same letter as the letter of the answer you think is best.

Do NOT mark on the test booklet. Notes and calculations must be done on the scratch paper provided.

In marking your answer, be sure that the number on your answer sheet is the same as the number of the question that you are answering. Check your answer sheet against the test booklet every few questions to see that you are using the right line on the answer sheet.

If you want to change an answer, first, erase completely the space you marked. Then, mark whatever space you think is the best answer. Any erasure must be complete or you may get the question wrong.

Mark only one space for each question. If you mark more than one space for a question, it will be graded as incorrect.

<u>Example</u>

1. Which month has the fewest days?

A.	January	1. A B C D
B.	February	[ ] [□] [ ] [ ]
C.	September	*Answer "B" is the best and space B has*
D.	November	*been darkened to show this.*

Your score on this test will be based on the number of correct answers. Answer all of the questions. No points will be deducted for guessing.

Section 1: Written Communication ***(This section has 16 questions on the actual test)***

<u>Part 1</u>. Instructions: Please read each sentence. Then, select the sentence that is most well-written (e.g., correct spelling, grammar, punctuation, clarity, and conciseness).

1. A. The inspector overlooked numerous violations.
   B. The inspector, he looked over the violations which were numerous.
   C. Numberous violations were overlooked by the inspector.
   D. Numerous violations was overlooked by the inspector.

Section 1: Written Communication

<u>Part 2.</u> Instructions: Below is a passage, followed by a series of questions. For each underlined word or phrase, look at the set of alternatives under the same number and indicate the MOST appropriate choice.

Passage 1 ***(the actual test will contain three such passages).***

The client <u>called to complain about the rude service she had got.</u> The receptionist then
2.

<u>left the client on hold for 20 minutes</u> while she routed the call.
3.

2. A. correct as written
   B. called to complain about the rude service she received.
   C. calls complaining about the rude service she had got.
   D. call and complains about the rude service she received.

3. A. correct as written
   B. led the client to hold for 20 minutes
   C. put the client holding for 20 minutes
   D. leaved the client on hold for 20 minutes

Section 2: Mathematics ***(This section has 13 questions on the actual test)***

NOTE: ***The math section of the test contains word problems representing situations in which you might use math skills in a work setting. The skills required include percentages, math with decimals, ratios/probability, and averages.***

NO geometry, advanced algebra, calculus, or trigonometry is required.

The questions in Part 1 (there are five of these) are self-contained word problems. Parts 2, 3, and 4 are each about separate related sets of information. There are 13 math questions altogether.

Part 1

4. Assume that when preparing a budget you must include 1.65% of the base salary plus a fixed cost of $6,830.00 for fringe benefits. What would be the total salary and benefits on a salary of $31,117.00 (use only dollars and cents)?

   A. $7,343.43
   B. $38,149.26
   C. $38,460.43
   D. $38,573.13
   E. none of these

Part 2

Below is a list of the total costs of a number of projects performed by two vendors over the past year. Answer questions 5 - 7 on the following page using this information.

Vendor	Total Project Costs	Month Completed
ABC, Inc.	$12,100	January
Consolidated	$14,300	January
ABC, Inc.	$11,500	February
ABC, Inc.	$13,500	March
Consolidated	$16,400	March
ABC, Inc.	$18,400	May
Consolidated	$10,300	June
ABC, Inc.	$11,100	July
Consolidated	$11,300	July
ABC, Inc.	$12,600	August
Consolidated	$14,100	September
ABC, Inc.	$12,900	October
Consolidated	$18,300	November
Consolidated	$10,500	November
Consolidated	$13,300	December

5. Which vendor had the least expensive average project cost and what was that cost?

A. ABC, Inc./ $13,157.14
B. ABC, Inc./ $13,562.50
C. Consolidated/ $13,157.14
D. Consolidated/ $13,562.50
E. none of these

6. What was the average project cost for the 1st quarter (Jan. - March) for both vendors combined?

A. $12,366.67
B. $13,560.00
C. $13,858.33
D. $15,350.00
E. none of these

7. What was Consolidated's average project cost in the final quarter (Oct. - Dec.)?

A. $10,525.00
B. $13,933.33
C. $14,033.33
D. $14,050.00
E. none of these

Section 3: Decision Making/Reading Comprehension -

(This section has 16 questions on the actual test)

NOTE: ***This section has three parts. The first part requires you to read a single paragraph. Parts 2 and 3 of this section of the test requires you to answer questions based on your analysis and reading comprehension of long passages (up to four pages) which can not be easily replicated for a sample test. Part 2 has a much shorter sample.***

Part 1. For each of these short paragraphs, answer the question presented.

8. *"If the arrested subject's criminal record warrants classification as a habitual offender and the subject was arrested for a violation of state law, the arrested subject's criminal record shall be printed and attached to the copy of the face sheet left at central lock-up. The notation "Habitual Offender" shall be written in the "charges section" of the Arrested Subject portion of the incident report. Additionally, the factors which classify the subject as a habitual offender shall also be noted in the narrative portion of the incident report."*

The focus of this paragraph is:

A. proper procedures when arresting a habitual offender.
B. how to arrest people.
C. the best way to complete paperwork.
D. how to determine if an arrested subject's criminal record warrants their classification as a habitual offender.

Part 2.

Instructions: Read the information below and use this to answer question 9-11 on page 8.

Section 9. OVERTIME

9.1 Pursuant to the provisions of the Fair Labor Standards Act, non-exempt employees shall be paid overtime at their appropriate rate of not less than one and one-half (1 ½) times their rate of pay for each hour worked in a work period in excess of the maximum hours allowable, which are applicable to the type of employment in which the employee is engaged.

9.2 Pursuant to the specific provisions of 29 U.S.C., Section 207 (k):

(a) any non-exempt employee engaged in law enforcement activities shall be paid overtime at the special hourly base rate for all hours worked in excess of eighty-five and a half (85.5) hours in a fourteen (14) day work period.

(b) any non-exempt employee engaged in fire protection activities shall be paid overtime at the special hourly base rate for all hours worked in excess of two hundred and twelve (212) hours in a twenty-eight (28) day work period.

(c) any non-exempt employee not covered by Section 9.2 (a) and (b), who receives state supplemental pay and/or city millage, shall be paid overtime worked in excess of forty (40) hours in a work period.

9.3 Pursuant to the specific provisions of 29 U.S.C., Section 207 (a), any non-exempt employee shall be paid overtime at the regular hourly base rate for all hours worked in excess of forty (40) hours in a seven (7) consecutive day work period.

9.4 Annual leave, sick leave, civil leave, military leave, maternity leave, as well as all other forms of leave, and official and unofficial city holidays will not be counted as hours worked toward the computation of overtime at the completion of the maximum allowable hours in the respective work period.

9.5 If it becomes necessary for a non-exempt employee to work on an official city holiday as designated by the City Council, the appointing authority should adjust the employee's work schedule to allow another day off during that work period as a substitution for the holiday. If such a substitution is not possible, then for working on the holiday the employee shall be paid double time. Under no circumstances shall an employee receive pay less than an amount equal to straight time for all hours worked plus holiday pay as established in Rule X, section 1.2. However, on New Year's Day, Mardi Gras, Independence Day, Labor Day, Thanksgiving Day, Christmas Day or on their days of observance as officially designated by the City Council, employees who are required to work shall be paid double time and one-half. Under no circumstances shall an employee receive less than an amount equal to time and one-half for all hours worked, plus holiday pay as established in Rule X, Section 1.2

Questions for Section 3, Part 2 begin here.

9. John makes $10.00 an hour normally. He has to work overtime hours on Thanksgiving. How much will he make per hour for working that day?

   A. $10.00
   B. $15.00
   C. $20.00
   D. $25.00

10. Mary is not in law enforcement or fire protection and usually works 35 hours a week (5-7-hour days). She had to stay late 2 ½ hours on Monday, called in sick for 7 hours on Tuesday, and worked on a special project for 3 ½ hours on Saturday. How many hours of overtime has Mary earned?

    A. 0
    B. 1
    C. 2 ½
    D. 3 ½
    E. 6

11. Assume that Mary (from question 10) did not call in sick on Tuesday. Now, how many hours of overtime (paid at time and a half) has Mary earned?

    A. 0
    B. 1
    C. 2 ½
    D. 3 ½
    E. 6

Section 4: Tables

(This section has 10 questions on the actual test)

NOTE: ***This section of the test requires you to use information found in a table that is provided.***

Changes in Health Insurance Costs.

	2011		2012	
	Monthly	Paid by City	Monthly	Paid by City
Employee Only	$30.00	$235.13	$55.00	$305.26
Employee and Spouse / Partner	$75.83	$465.03	$100.00	$634.94
Employee and Children	$75.83	$364.28	$100.00	$498.03
Employee and Family	$97.50	$671.37	$122.00	$922.75

Table 1.

Use the information from Table 1 above to answer questions 12 and 13

12. In 2012, which category of employee will pay the highest proportion of the total monthly costs for health insurance?

A. Employee Only.
B. Employee and Spouse / Partner.
C. Employee and Children.
D. Employee and Family.

13. For which category of employee has the increase from 2011 to 2012 in this monthly expense been the greatest?

A. Employee Only.
B. Employee and Spouse / Partner.
C. Employee and Children.
D. Employee and Family.

Section 5: Problem Analysis/Decision Making

(This section has 5 questions on the actual test)

NOTE: ***This section of the test requires you to read through scenarios that you may face in a work setting. Then you are to pick either the MOST or LEAST appropriate response from among four choices. Read the questions carefully and remember whether you are looking for the MOST or LEAST appropriate answer.***

14. You are assigned to work on a project, but don't have all of the resources you need to get the job done. Which of the following is the MOST appropriate answer?

    A. Try to do the job with the resources you have.
    B. Wait until the project can no longer be addressed because of the lack of resources and then address this issue with your supervisor. This will ensure his/ her full attention.
    C. Write a memo to the Director of your Department detailing your concerns.
    D. Speak with your supervisor explaining what resources you need and why and discuss alternatives.

Section 6: Interpersonal

(This section has 8 questions on the actual test)

NOTE: ***This section of the test, like the previous section, requires you to read through scenarios that you may face in a work setting. Then you are to pick either the MOST or LEAST appropriate response from among four choices. Read the questions carefully and remember whether you are looking for the MOST or LEAST appropriate answer.***

15. You are part of a work group with a person whom you dislike. Which of the following is the MOST appropriate response?

    A. Quit work.
    B. Tell this co-worker that you hate him/her and see if you can get him/her to quit.
    C. Try to determine what it is you don't like about your co-worker and determine how to best deal with this.
    D. Demand that your supervisor re-assign you to a different work group.

Section 7: Planning and Organizing

(This section has two sections and 12 questions on the actual test)

Instructions: Use the following information to answer questions 16 and 17. You may use the calendar (page 12) provided for your notes.

Firefighters work a 24 on/ 48 off schedule for three platoons. They work one day, then are off for two days. Use the attached calendar to answer these questions.

You need to call the Platoon Deputy Chief of the 2nd platoon first. After that, you need to meet with the District Chief of the 8th District, 2nd Platoon. The call to the Platoon Deputy Chief needs to be made at least a week before you meet with the District Chief. You will be off on Tuesday the fourth and on all weekends. Today is March 3rd .

16. What is the earliest date that you can call the Platoon Deputy Chief?
    A. March 4th
    B. March 7th
    C. March 10th
    D. March 13th

17. What is the earliest date that you can meet with the District Chief?
    A. March 10th
    B. March 13th
    C. March 16th
    D. March 19th

Section 8: Awareness of Local Government

(This section has 4 questions on the actual test)

These are general knowledge questions regarding local government.

18. Of these, the portion of New Orleans that has been populated the longest is:
    A. Gentilly.
    B. Carrollton.
    C. Treme.
    D. The French Quarter.

March

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 2nd Platoon
2 1st Platoon	3 3rd Platoon	4 2nd Platoon	5 1st Platoon	6 3rd Platoon	7 2nd Platoon	8 1st Platoon
9 3rd Platoon	10 2nd Platoon	11 1st Platoon	12 3rd Platoon	13 2nd Platoon	14 1st Platoon	15 3rd Platoon
16 2nd Platoon	17 1st Platoon	18 3rd Platoon	19 2nd Platoon	20 1st Platoon	21 3rd Platoon	22 2nd Platoon
23 1st Platoon	24 3rd Platoon	25 2nd Platoon	26 1st Platoon	27 3rd Platoon	28 2nd Platoon	29 1st Platoon
30 3rd Platoon	31 2nd Platoon					

ANSWERS:

1. A
2. B
3. A
4. C
5. A
6. B
7. C
8. A
9. D
10. A
11. B
12. C
13. A
14. D
15. C
16. B
17. D
18. D