Test Information Guide:

Written Exams

*Due to precautions related to the COVID-19 virus, City of Spokane Civil Service is currently administering many examinations via online testing. Specific instructions will be provided to applicants for remote tests. This guide provides guidelines for in-person written examinations, as well as an overview of the Civil Service Merit System for all applicants.

Civil Service

Spokane City Hall, 4th Floor

808 W Spokane Falls Blvd Spokane, WA 99201

Phone: 509.625.6160

Email: civilservice@spokanecity.org

Civil Service Commission

Things to Know

Please note: This page is just a summary, additional details can be found in the body of this document.

Test Location & Time

All candidates must show a photo I.D. If you do not present a photo I.D. at check-in before entering the room, you will not be permitted to take the test.

Civil Service Office
Spokane City Hall
808 W Spokane Falls Blvd
Spokane, WA 99201

Arrive 15 minutes earlier than the test time stated on your exam notification. You will check in with security on the 1st floor, and they will send you up to the testing room on the 4th floor.

Administration of the examination will begin as soon as the exam room doors are closed. No one will be allowed to enter the exam room once the examination introduction is complete . Late arrivals will not be admitted.

Parking & Public Transit

Once a testing session has begun, you are not allowed to leave the test area to pay for additional parking time. Testing times can range from 1-1/2 to over 2-1/2 hours. If you cannot use metered parking for the duration of your testing session, we suggest that you park in one of the paid lots near City Hall. We are located across the street from the Riverpark Square Parking Garage, and there is also parking beneath the Downtown Branch of the Spokane Public Library, one block west of City Hall. Please see the parking options on http://www.downtownspokane.org/parking-where for additional suggestions.
Spokane Transit Authority also offers bus service close to City Hall. You can review bus schedules on their website here: https://www.spokanetransit.com/routes-schedules.

During the Test

All required testing materials will be provided. You may bring a bottle of water or other lidded beverage to the exam. All personal belongings—such as bags, jackets, and study materials—must be placed under your seat during the test. Civil Service is not responsible for personal belongings left in the testing room.

You are not allowed to use your cell phone or other communication device once the testing room doors are closed and leave the device off until after exiting the testing room. Use of a cell phone during the test will result in immediate disqualification.

Once the test has begun, no one is allowed to leave the testing area (for example, to pay for parking or make a phone call) and return to the test. You may, however, request an escort to the restroom. Only one person will be allowed out of the test room at one time.

Examination Details & Procedures

Test Location and Time

Unless otherwise notified by Civil Service, this test will be administered at the following location:

Civil Service Office

Spokane City Hall

808 W Spokane Falls Blvd

Spokane, WA 99201

Arrive 15 minutes earlier than the test time stated on your exam notification. You will check in with security on the 1st floor, and they will send you up to the testing room on the 4th floor. Administration of the examination will begin as soon as the exam room doors are closed. Once the examination introduction is complete, no one will be allowed to enter the exam room. Late arrivals will not be admitted.

What to Bring/Wear

To take this examination, all candidates must show a photo I.D. If you do not have your photo I.D. at check-in, you will not be permitted to take the test. Only approved candidates who pass check-in procedures will be permitted to take this test. Dress comfortably; business casual attire is recommended. The exam room may be too hot or too cold for you, so it may be helpful to wear layers.

During the Test

All required testing materials will be provided. You may bring a bottle of water or other lidded beverage to the exam. All personal belongings—such as bags, jackets, and study materials—must be placed under your seat during the test. Civil Service is not responsible for personal belongings left in the testing room.
If you bring a cell phone or other communication device, you will be asked to turn the device off once the testing room doors are closed and leave it off until after exiting the testing room. Use of a cell phone during the test will result in immediate disqualification.

Once the test has begun, no one will be allowed to leave the testing area (for example, to pay for parking or make a phone call) and return to the test. You may, however, request an escort to the restroom. Only one person will be allowed out of the test room at one time. The time you spend in the restroom cannot be made up. For example, if you spend 10 minutes in the restroom, you will not get an extra 10 minutes to take the test. You will still be subject to the pre-determined time limit to take the examination.

Examination Details & Procedures

Test Details

- All candidates will receive the same test instructions. Please listen carefully to the test administrator's instructions. Any candidate who has questions about the testing process should ask the test administrator before the test begins.

- All exams have a preset time limit.

- All candidates will receive the following for a written exam:

    - One Test Booklet

    - One Answer Sheet

    - Note Paper

    - Two Pencils

    - Calculator, if needed

- All candidates will receive information on how to complete the answer sheet identification boxes. The test administrator will then give candidates important information regarding the next steps in the testing process.

- Candidates are not permitted to write on the exam booklet, so you must mark all of your answers on the answer sheet. Test booklets will not be scored. Only answer sheets will be scored.

- Darken the answer sheet bubbles you choose as your answers to questions. If you change your answer to a question, completely erase your original answer and darken the bubble corresponding to your new answer.

- While marking your answers on the answer sheet, be sure to double-check that your answers on the answer sheet correspond to the correct question in the test booklet. For example, if you mark B on question 8 on the answer sheet, make sure you intended to choose B by looking at question 8 in the test booklet. Mark only your answers; do not make any extraneous or additional marks on your answer sheet.

- All candidates will receive note paper. Candidates may use the note paper at their discretion. Note paper can be used to solve test items, take notes on test items, write down test items skipped, etc. The test proctor will collect your note paper, used or unused, when you complete the test.

- When you finish the test, or when the time limit is called, take your instruction booklet, answer sheet, note paper, and two pencils to the test proctor. The test proctor will ensure that all materials have been collected and then candidates will be dismissed.

Examination Format

Civil Service – Merit System Information

The selection process is designed to provide all candidates with an equal opportunity to compete for this tested position. The examination is one part of an objective selection process. Candidates who score at or above the pass point for this test will be placed on an eligibility list. The top ten names on the eligibility list are then provided to hiring managers. Hiring managers must consider candidates in their ranked order when filling a vacant position. Eligibility lists are valid for two years or until exhausted.

Written Test Format

The test is comprised of true/false and/or multiple-choice questions (A, B, C, D or E).

Below, please find an example of the types of item you may find on the examination (the correct answer choice is identified in bold):

Example #1 and #2 asks candidates to identify the correct answer choice.

Example #1:

How many lines in Column B are different than Column A?

	Column A	Column B
Line 1	34	34
Line 2	54	45
Line 3	47	47

A. 0
B. 1
C. 2

Example #2:

What state is indicated by the image below?

A. Washington
B. Idaho
C. Hawaii

Test Tips

General Tips

Each Civil Service exam is created specifically for the classification being tested. To prepare for the test, please review the subject areas listed in the "Examination Details" section of the job posting.

Test Tips

- Ask Questions

    Listen carefully to all test instructions. If you do not understand the instructions or if some thing is not clear, ask questions before the exam starts.

- Keep Track of Time

    Test proctor(s) will give warnings of the remaining time left to complete the test, but it is your responsibility to keep track of the time. Pace yourself when taking the test; do not spend so much time on a test item that you do not have enough time to complete the whole test.

- Double-check your Answer Sheet

    Verify that an answer has been marked for each question on your answer sheet. Blank responses will be marked as incorrect.

- Read Carefully

    Read each test item carefully and determine exactly what the test question is asking. Pay particular attention to absolutes, such as "always," "never," "must," "all," "none," "and," and "or" in the test item, they mean exactly what they say 100% of the time. Read and consider all the answer options before selecting your response.

Example:

Gonzaga Men's Basketball <u>always</u> achieves sweet 16 status.

    A. True
    B. False

Scores

Notification of Scores

Your score will be sent to you within seven business days to the email address that was provided when you applied for the position. As applicable, veterans scoring criteria will be included in the raw scores as required by Washington state law.

Process

The examination is machine scored and then verified by a Civil Service employee.

Score Review

All candidates may review their test scores only. Please contact the Civil Service Department at

509-625-6160, Monday thru Friday, 8 a.m. - 5 p.m. to review your test score AFTER you have received your score notice.

Candidate Status

Candidates may call the Civil Service Department at 509-625-6160, Monday thru Friday, 8 a.m. - 5 p.m. to request their ranking on active eligible lists.

Still have questions? Contact us!

We are here to help you navigate the process.

Email: civilservice@spokanecity.org

Phone: 509.625.6160

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