



CAREER SERVICE AUTHORITY

New Hiring Practice for ASA Positions Candidate FAQ's

As of February, 2011, job openings within the Administrative Support Assistant (ASA) job series will no longer be posted individually. Openings and testing occurs throughout the year for the entire ASA job series. Candidates should [register for job interest alerts](#) to be notified of future openings. CSA will test and qualify candidates for every level within the job series so lists of qualified candidates will always be available to hiring managers.

Frequently Asked Questions:

Do I have to apply every time you open the posting? Why can't I just remain on the list?

In order for a candidate's name to appear on the current eligibility list, they will need to re-apply each time the posting opens (approx. four times per year). This is the best way to ensure that the current eligibility list contains applicants that are interested in being considered. All applications still need to be submitted via denvergov.org/jobs.

What if I am already an ASA? Do I need to take the new test to keep my job?

No. This new hiring practice does not affect current positions. However, in order to be considered for promotional opportunities within the ASA Series, you will need to apply online and take the new test. On-Call ASA employees need to test for any positions within the ASA series because on-call employees do not have Transfer/Demotion/Repromotion/Re-Employment (TDRR) rights.

I am already an ASA, can I just transfer my old scores?

This is a completely new test so previous test scores will not be transferred or considered for current job openings. However, if you tested after February 2011, your score will be transferred and retesting is optional.

What if I am already an ASA I, but would like to promote to an ASA III? Do I need to take the test again?

Yes. This new practice applies to promotional opportunities within the ASA series. Promotional opportunities would always require some form of testing.

Can I transfer my test scores after I re-apply each time?

After you take the new test, your test score will be automatically transferred. If you decide to re-test at any point, only your most recent score will be used.

If I re-take the test and do a worse job than the last time I tested, which score will be used?

Your most recent score will be used.

What if the job I want is an ASA III, do I have to start as an ASA I?

Once you have applied for the ASA Series, you will be invited to test for the highest level in the series that your education and experience qualifies you for. The combination of your education, experience and test score will determine your highest qualification level. You will then be considered qualified for anything at or below that level. You must specify which levels that you are interested in being considered for when you submit your application.

How will I know which level of ASA I am eligible for?

After testing, a notice will be sent to you with your test score. This same notice will indicate what your score means in relation to the level of ASA you are eligible for.

How does the list that is given to agencies work? Can I appear on more than one list at once?

You will appear on every eligibility list up to the highest level you qualify and have obtained a passing test score for. But each list is replaced after the job series opening closes and testing is completed (approx. four times per year). You must reapply each time the job series is posted to be on the eligibility list.

Will specific ASA jobs still be posted as they open up?

No. The series recruitments that are done each year will replace specific postings for any ASA Series job opening.

What if I'm reclassified in the ASA series, do I need to be on the list?

You only need to be on the list if you are interested in being considered for new ASA positions either as promotional opportunities, or in another division or agency, or are an on-call employee in the ASA series.

Is the new test going to be harder?

The new test evaluates customer service skills and critical clerical competencies, including math, language skills, reading comprehension and computer skills

What computer skills are being tested?

We are currently testing on Microsoft Office 2007, Excel, Outlook and Word.

I did well on my customer service skills and computer skills test, but my reading comprehension scores weren't very good. Can I retest only on the sections of the test I did poorly on or do I have to take the entire test over?

No. You must retake the entire written exam if you want to improve your score. Keep in mind that if you retake an exam and have a passing score, you most recent score stands.

What if I take the new test, and I don't pass at the level of ASA that I am currently in?

It will not affect your current classification. However, if you want to promote to a higher level (at your current agency, or at another) you will need to reapply at the time of the next posting and receive a passing test score for that level in the ASA series. You will remain at your current level and will not need to retake the test. You will only be tested to be eligible for positions higher than your current level.

Will the hiring agency be able to see my test scores?

Candidate scores can be sent to the hiring authority if requested, but must be discussed with the recruiter at the time of certification to ensure a complete understanding of candidate results.

Will I get feedback on my test scores?

A notice will be sent to you indicating your score. You may contact CSA's Training and Organizational Development or Career Counseling teams for targeted assistance in building on your skill sets if needed.

What if I miss a test session and I'm not on the list?

If at any time you plan on being hired or promoted into any one of the positions in the ASA series, you need to take and pass the new test in order to be eligible for ASA job openings.

Have the job specifications changed with respect to qualifications?

No, the minimum qualifications have not changed. However, individual agencies may request that candidates possess special qualifications based on the position that they need to fill. Candidates will be able to list these special skills via a check list on the application. These skills will need to be verified during the interview process, or as part of a background check prior to hire.

I have heard of special qualifications, and have seen ASA IV job postings that have special requirements. Will those go away?

No. Recruiting will identify specific department needs and match candidates through a skills check list in the application. These skill areas will be verified during the interview process or as a part of background checks prior to hire. It is, therefore, important that you read and answer all information when applying to ensure the hiring agency has the accurate information about your relative experience and skill sets.

Questions about the new ASA hiring practice?

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