



**Background:**

The Research Center Director has many obligations and rarely has the opportunity to interface directly with staff in the department. The Executive Assistance helps to increase the bandwidth of the director by assisting with all tasks not requiring the director to be present.

**Directions:**

Assume you are the Executive Assistant to the Research Center Director when answering questions 1-12. Select the answer that best represents what you would do when presented with each scenario.

1. You return to your desk and find an envelope labeled as “confidential” sitting in your inbox. While the letter may be for the Director, you are unsure because there is no indication of the sender on the envelope. What would you do?
  - A. Open the envelope to determine where to route the letter
  - B. Check with the Director to see if she would like you to open the envelope
  - C. Ask around the office to see if anyone was expecting a confidential letter
  
2. You recently learn that a co-worker in the Research Center, named Bob, is dealing with a minor performance management issue. During lunch, you overhear a conversation between co-workers who suspect that Bob is being reprimanded for a serious policy violation. What would you do?
  - A. Remind the co-workers that personnel issues are confidential and should not be discussed
  - B. Do not intervene in their conversation to avoid confirming any performance management issues
  - C. Tell the co-workers that Bob just has a minor performance management issue, not a serious violation



3. During a private meeting with the Director and upper managers, you learn of a new policy which will be much more stringent on office supply orders. Later that day you notice some staff taking large amounts of office supplies from the inventory area. What should you do?
  - A. Ask the staff to justify why they are taking so many supplies
  - B. Remind staff that supplies collected should be limited to the amount needed at the time
  - C. Privately note the names of the staff so you can report them to the director
  
4. You receive a phone call from a Chief in another bureau. They ask you some basic questions they have for the director about the research center. You are certain you know the answers to his questions. What would you do?
  - A. Note the Chief's questions and ensure him the Director will respond as soon as possible
  - B. Answer the Chief's questions yourself
  - C. Give the Chief the Director's email address so he can reach her faster
  
5. You are editing an email from the Director to the Attorney General that notes a significant funding increase to the unit in the near future. You are aware that several staff members are very dissatisfied with unit because there is no budget for equipment and supplies. While the staff members have not publically stated their dissatisfaction, you are aware they are seriously looking at other employment options and have expressed their intent to leave the unit. What would you do?
  - A. Tell the staff about the future funding increase to address their dissatisfaction
  - B. Do not mention anything to the staff to avoid sharing news you are not authorized to deliver
  - C. Recommend the Director inform staff of the funding increase as soon as possible



6. You receive a request from a program manager to meet with the Director about a highly urgent issue affecting their unit. The Director is currently unavailable and their calendar is completely full for the next several days. What would you do?
  - A. Tell the program manager you can schedule an appointment in a few days
  - B. Tell the program manager you will alert the director right away
  - C. Tell the program manager to contact the Director directly via phone
  
7. While performing your job duties in the Director's absence, you notice that the Director's office is running low on office supplies she uses on a regular basis. What would you do?
  - A. Call the Director and ask her if she would like you to order more supplies
  - B. Order more office supplies for the Director's office
  - C. Wait until the Director returns to ask her if she wants more supplies
  
8. The Director is considering implementing a new policy that will not be well received by the staff. One of your coworkers, who is a trustworthy personal friend, approaches you and asks if rumors about this policy being instituted are true. What would you do?
  - A. Tell them you are not authorized to talk about that policy
  - B. Confirm the new policy and insist that they keep that information private
  - C. Tell them you can only talk about existing policies
  
9. You receive a phone call from a prospective service vendor. You know the Director is prioritizing an important project that requires sourcing the services offered by this vendor. The Director is currently in her office for a recurring meeting with several managers. What would you do?
  - A. Page the Director to see if she wants to take the vendor's call
  - B. Ask the vendor to call back in one hour when the meeting is over
  - C. Take a message for the Director and let then vendor know she will call them back



10. The Director is in her office working on a project with the door closed. A staff member approaches you and asks to speak with the Director immediately. They claim they observed someone violating a critical policy and are not comfortable discussing it with anyone else. What would you do?
- A. Inform the Director of the staff member's request immediately
  - B. Schedule an appointment for the staff member during the Director's next available time
  - C. Tell the staff member to talk to their unit manager if they are not comfortable discussing the issue with their supervisor
11. While walking through the office, you notice a decoration on a staff member's cubicle that, while not offensive to you, could potentially be offensive to other people in the office. What would you do?
- A. Tell the staff member to take down their offensive decoration
  - B. Inform the staff member's supervisor of the offensive decoration
  - C. Express your concerns to the staff member that his decoration may be offensive to others
12. You are working on an assignment for the Director, which is due tomorrow. While printing the documents, the printer runs out of toner. During your call with IT, they inform you that they have a waiting list and will get to your request late in the afternoon if possible. What would you do?
- A. Ask IT to reschedule less urgent requests so they can fix the printer sooner
  - B. Work on other aspects of the project until the printer is fixed
  - C. Ask the Director to call IT on your behalf since they will likely accommodate her



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Please read the scenario below carefully. The scenario describes a typical day that in the life of an Executive Assistance at the Department of Justice Research Center.

**Scenario:**

As an Executive Assistant to the Director of the Research Center, you arrive to work and have the following tasks and issues that need to be completed or addressed by the end of the day. In what order would you prioritize these tasks and issues? Identify a number between 1(highest priority) and 6 (lowest priority) in the lined space provided next to each task.

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- a.) Send out a notice to the office regarding a new significant procedure change that will be in effect in two days. \_\_\_\_\_
  - b.) Purge confidential files according to the regular record retention schedule. \_\_\_\_\_
  - c.) Reschedule a re-occurring team meeting originally scheduled for this afternoon that has been delayed to a later date. \_\_\_\_\_
  - d.) Work on a quarterly special report to the Director due by tomorrow afternoon. \_\_\_\_\_
  - e.) Review a memo drafted by the Director to inform the Chief of a timeline change to an ongoing project before it is sent out. \_\_\_\_\_
  - f.) Respond to a voicemail from a staff member that is requesting to see the Director at her earliest convenience. \_\_\_\_\_
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