# Objective Assessment Test for the Administrative Support Manager

## Section 1: Instructions for using the Objective Assessment Test Guide during the selection process

***For the Test Taker***

- This is an objective selection test consisting of multiple-choice questions, true or false statements, fill in the blanks, and a short scenario.
- Read each question or scenario carefully and select the best answer or option based on the information provided.
- For multiple-choice questions, select the letter corresponding to your chosen answer (A, B, C, or D).
- For true or false statements, select either "True" or "False" based on your understanding of the statement.
- For fill in the blanks, choose the most appropriate option from the given choices and write the corresponding letter in the blank space provided.
- For the short scenario, read the scenario and select the best option from the multiple-choice answers provided.
- Answer all questions to the best of your ability.
- There is only one correct answer for each question or scenario.
- Once you have completed the test, review your answers if time permits.Do not leave any question unanswered. If you are unsure, make your best guess.

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***Instructions for Test Managers:***

- Provide a copy of the objective selection test to each test taker.
- Clearly communicate the instructions and ensure that the test takers understand the format of the test.
- Inform the test takers about the time limit for the test, if applicable.
- Remind the test takers to answer all the questions and not to leave any question unanswered.
- Monitor the test-taking process to ensure fairness and prevent any misconduct.
- Once the test is completed, collect the answer sheets or test papers from the test takers.
- Evaluate the answers and calculate the scores based on the correct responses. Please refer to the answer key for the test as provided in Section 3 of this document.
- Communicate the results to the relevant parties or individuals involved in the selection process, if applicable.
- Ensure the confidentiality of the test results and maintain the integrity of the selection process.
- Use the test results as part of the decision-making process for selecting the suitable candidate(s) for the position
- Remember, the objective selection test is designed to assess the candidates' knowledge and understanding based on the given job description.

# Section 2: Objective Assessment test For Administrative Support Manager

**Multiple Choice Questions**

1. What is the primary responsibility of the Administrative Support Manager?

a) Managing office supplies
b) Developing administrative policies and procedures
c) Coordinating meetings and events
d) Maintaining filing and record-keeping systems

2. Which competency is required for effective communication as an Administrative Support Manager?

a) Organizational skills
b) Knowledge of administrative processes
c) Project management skills
d) Writing and verbal communication skills

3. What is one of the roles of the Administrative Support Manager in relation to external stakeholders?

a) Managing office supplies
b) Coordinating meetings and events
c) Developing relationships with vendors and service providers
d) Developing administrative policies and procedures

4. What competency is essential for maintaining accurate records and schedules?

a) Organizational skills
b) Project management skills
c) Knowledge of administrative processes
d) Effective communication skills

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5. What is one of the contributions of the Administrative Support Manager to the company?

a) Coordinating meetings and events
b) Developing administrative policies and procedures
c) Managing office supplies
d) Leading project management initiatives

**True or False Statements**

6. The Administrative Support Manager is responsible for managing a team of administrative staff.

A. True
B. False

7. The Administrative Support Manager is responsible for overseeing manufacturing operations.

A. True
B. False

8. The Administrative Support Manager is not involved in developing relationships with external stakeholders.

A. True
B. False

9. The Administrative Support Manager is responsible for financial reporting.

A. True
B. False

10. The Administrative Support Manager does not need to have project management skills.

A. True
B. False
C.

**Fill in the Blanks**

11. The Administrative Support Manager is responsible for managing _____ staff.

a) administrative
b) technical
c) operational
d) managerial

12. The Administrative Support Manager should maintain accurate records and _____ systems.

a) filing
b) database
c) inventory
d) communication

13. The Administrative Support Manager should develop and implement administrative policies and _____ that align with the company's objectives.

a) procedures
b) guidelines
c) protocols
d) regulations

14. The Administrative Support Manager should ensure compliance with company policies and procedures and relevant legal and _____ requirements.

a) ethical
b) financial

c) regulatory
d) contractual

15. The Administrative Support Manager should contribute to the development of the company's strategic _____.

a) plans
b) goals
c) initiatives
d) projects

**Scenario Based Questions**

One of the administrative staff members is consistently missing deadlines and failing to complete tasks accurately. How should the Administrative Support Manager handle this situation?

16. What action should the Administrative Support Manager take in response to the staff member's consistent performance issues?

a) Ignore the issue and hope it improves on its own.
b) Assign them additional tasks to improve their productivity.
c) Provide feedback and guidance to address the performance issue.
d) Terminate their employment immediately.

17. What should the Administrative Support Manager do after providing feedback and guidance to the staff member with performance issues?

a) Assign them additional tasks to test their improvement.
b) Ignore their progress and hope for the best.
c) Monitor their performance and provide ongoing support.
d) Immediately terminate their employment.

18. How can the Administrative Support Manager address the performance issue with the staff member?

a) Assign blame and criticize the staff member in front of others.
b) Offer additional compensation as a motivator for better performance.
c) Provide specific examples of the issues and suggest improvement strategies.
d) Reduce their workload and responsibilities to alleviate stress.

19. What is the purpose of monitoring the staff member's performance after providing feedback and guidance?

a) To compile evidence for termination.
b) To ensure the staff member is under constant scrutiny.
c) To track improvement and offer additional support if needed.
d) To create a hostile work environment.

20. How should the Administrative Support Manager handle the situation if the staff member's performance does not improve?

a) Ignore the issue and hope for a spontaneous improvement.
b) Assign blame and publicly criticize the staff member.
c) Terminate their employment immediately.
d) Provide additional training and support to facilitate improvement.

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## Section 3: Answer key with explanation

**Multiple choice questions**

1. Option b) Developing administrative policies and procedures

- Explanation: The key responsibility mentioned in the job description is developing and implementing administrative policies and procedures that align with the company's objectives.

2. Option d) Writing and verbal communication skills

- Explanation: The job description mentions that the Administrative Support Manager should communicate effectively in writing and verbally to convey information clearly.

3. Option c) Developing relationships with vendors and service providers

- Explanation: The key responsibility mentioned in the job description is developing and maintaining relationships with external stakeholders, such as vendors and service providers.

4. Option a) Organizational skills

- Explanation: The job description mentions that the Administrative Support Manager should demonstrate strong organizational skills by maintaining accurate records and schedules.

5. Option b) Developing administrative policies and procedures

- Explanation: The key responsibility mentioned in the job description is developing and implementing administrative policies and procedures that align with the company's objectives

**True and False**

6. Option a. True

- Explanation: The job description states that the Administrative Support Manager manages a team of administrative staff.

7. Option b. False

- Explanation: The job description does not mention anything about overseeing manufacturing operations. It focuses on administrative operations.

8. Option b. False

- Explanation: The job description mentions that the Administrative Support Manager develops and maintains relationships with external stakeholders.

9. Option b. False

- Explanation: The job description does not mention financial reporting as a specific responsibility of the Administrative Support Manager.

10. Option b. False

- Explanation: The job description mentions that the Administrative Support Manager leads project management initiatives to successful completion

**Fill in the blanks**

11. Option administrative

- Explanation: The job description mentions that the Administrative Support Manager manages a team of administrative staff.

12. Option filing

- Explanation: The job description mentions that the Administrative Support Manager manages and maintains the company's filing and record-keeping systems.

13. Option procedures

- Explanation: The job description mentions that the Administrative Support Manager develops and implements administrative policies and procedures that align with the company's objectives.

14. Option regulatory

- Explanation: The job description mentions that the Administrative Support Manager ensures compliance with company policies and procedures, as well as relevant legal and regulatory requirements.

15. Option objectives

- Explanation: The job description mentions that the Administrative Support Manager contributes to the development of the company's strategic objectives.

**Scenario Based Questions**

16. Option c) Provide feedback and guidance to address the performance issue.

- Explanation: As the manager, it is important for the Administrative Support Manager to provide feedback and guidance to address the performance issue and help the staff member improve.

17. Option c) Monitor their performance and provide ongoing support.

- Explanation: After providing feedback and guidance, the Administrative Support Manager should monitor the staff member's performance and provide ongoing support to ensure improvement.

18. Option c) Provide specific examples of the issues and suggest improvement strategies.

- Explanation: The Administrative Support Manager should provide specific examples of the performance issues and suggest improvement strategies to help the staff member understand the areas that need improvement.

19. Option c) To track improvement and offer additional support if needed.

- Explanation: Monitoring the staff member's performance allows the Administrative Support Manager to track their improvement and provide additional support if needed, fostering a positive work environment.

20. Option d) Provide additional training and support to facilitate improvement.

- Explanation: If the staff member's performance does not improve, the Administrative Support Manager should provide additional training and support to help facilitate their improvement rather than opting for immediate termination.