

Manager Skills Test

HPL Knowledge

- What is the HPL Mission and Vision?
- What is the address for the NL Blog?
- Where can you find the Library Information Sheets?
- What City Council District is your library or libraries?

COH Knowledge

- How many sick hours can an employee use before they must provide a doctor's note?
- When is the benefits year?
- How often do you need to take Defensive Driving?
- What are the hours for the Badging Office?

Policies:

- Where can you find the City of Houston Electronic Timekeeping Policy?
- Where is the HPL Attendance policy?
- An employee asks if they can bring their child to work with them after school. What do you tell them?
- Where can you find the Notice to All Users?
- Where can you find the Unattended Children's Policy?
- After September 1, 2014, where can staff and customers smoke?
- An employee comes to you stating that they are trying to get a second job. What do you do?
- A customer's car was damaged in the parking lot by a falling tree limb. How do you advise them to file a claim against the city?

Procedures:

- Who do you call when you have a plumbing issue at 5pm on a weekday?
- Who do you call when the AC goes out on a Saturday?
- What do you do if a TV reporter comes into your location with a camera?
- When can you close the building because the temperature is too high or too low?
- Where can you find the Supervisor's Accident Packet for a workplace accident?
- When are statistics due on the G Drive?
- How do you submit statistics for open job labs? How do you submit Language Access statistics?
- What guidelines do you use to determine if someone is viewing inappropriate materials on the public computer?
- How do you change to the alternate message on the voice mail system?

Applied Learning

- Find and print the Pre and Post Meeting Checklist for the Positive Performance Program.
- Complete an accident report for a staff member who has slipped on a puddle of water.
- Write a Reminder 1 letter for an employee with poor attendance.
- Two staff members are fighting. Write out a description for how you would try to resolve the conflict.
- Write an incident report for an incident about a stolen laptop.
- You have an employee that wants a Saturday off. What do you tell them to do?
- What age is too young to be in the building without a parent or caregiver?