

**INFORMATION GUIDE
SELECTION
ASSESSMENT FOR
CUSTOMER
SERVICE**

TEST #5308

INTRODUCTION

The **5308 Selection Assessment for Customer Service** was designed to assess skills and abilities necessary to perform the job of Southern California Edison's Energy Advisor Trainee. This guide contains important information about the assessment preparation and administration.

TEST REGISTRATION AND SCHEDULING

This assessment is completed online. You will first receive an email invitation from TalentAcquisition@sce.com. This e-mail will inform you that you have been invited to complete the assessment.

Please read the full e-mail as it includes critical details to register for the assessment as well as the due date to complete it.

The email will include a link to complete a test registration form. After completing the registration, you will be automatically taken to the assessment page. Follow the prompts on the screen to begin your assessment.

Individuals that do not complete the assessment by the deadline outlined in the e-mail invitation will be ineligible to proceed in the hiring process for the applied position.

The estimated completion time of the assessment is **70 minutes**.

Please reach out to Edison.Testing@sce.com if you have any questions while registering for the assessment.

TECHNOLOGY REQUIREMENTS

This assessment **MUST** be completed on a desktop or laptop computer. It also requires your system to have audio capabilities as there are sections with sound. **You may not complete this assessment on a cell phone or tablet.**

The requirements to complete the assessment are listed below:

For the best testing experience, use an up-to-date browser, such as Chrome, Firefox, or Microsoft Edge.

Internet Access.

Cookies must be allowed

Screen resolution 1024x768 or higher.

ASSESSMENT INFORMATION

There is no practice test and/or study references for this assessment. Before beginning each section, you'll be presented with a practice item (untimed), which you can complete as many times as you need to before beginning the assessment. Make sure that you're comfortable with what's being asked of you before you continue.

Information about the content covered in the assessment can be accessed via the EEI website. To access this information, follow the directions below.

***NOTE:** Pop-up blockers may not allow the website to run correctly. If you use Pop-up blockers, it is recommended that they be turned off prior to accessing the site.

From any computer with internet access, type <https://secure.eei.org/eeitests/onlineproducts/> in the address bar to access the practice tests and test brochure. Type the above address exactly as written.

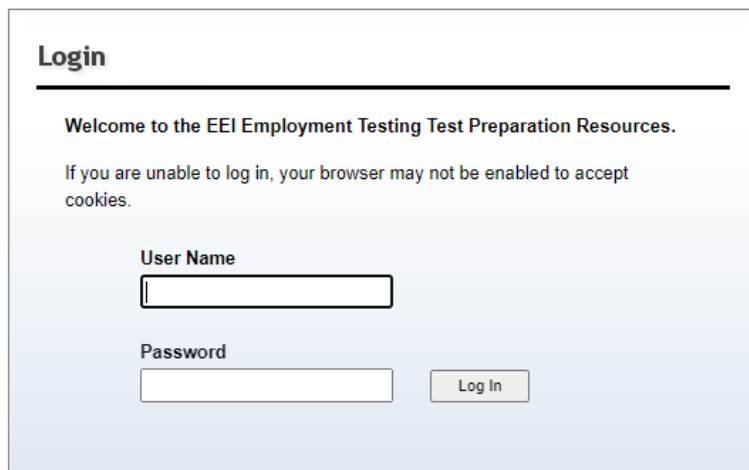
The site requires a username and password, assigned to Southern California Edison. To log in to the sites, enter the following information (case sensitive).

Name: paper

Password: pen



The screenshot shows the top navigation bar of the EEI website. On the left is the EEI logo with the text "Edison Electric INSTITUTE" and "Power by Association®". On the right, a dark blue bar contains the text "EEI Test Preparation Resources". Below this bar, a light grey navigation menu includes links for "Home", "Practice Tests", "Brochures", and "Log Out".



The screenshot shows a login form titled "Login". Below the title is a horizontal line. The text "Welcome to the EEI Employment Testing Test Preparation Resources." is displayed. Below this is a message: "If you are unable to log in, your browser may not be enabled to accept cookies." The form contains two input fields: "User Name" and "Password". To the right of the "Password" field is a "Log In" button.

Click on "Brochures"


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EEI Test Preparation Resources

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Welcome

EEI's test preparation resources were developed to provide you with tools and information that will help you prepare for a career in the electric energy industry. Additional resources for improving your reading, math, electricity, and mechanical comprehension skills may be found at your local libraries and bookstores.



Practice Tests

The practice tests were developed to help you prepare for the EEI employment tests. Each practice test battery resembles the real test battery in both form and content. Keep in mind that the practice tests will differ in some ways from the real tests. To access the practice tests, click on the Practice Tests image or choose Practice Tests from the main menu above.



Brochures

The brochures provide information on employment test batteries associated with jobs in the electric utility industry. Every effort has been taken to ensure that each test battery meets all anti-discrimination laws and regulations. The employment tests have been found to be statistically valid and fair for all test takers. To access the online brochures, click on the Brochures image or choose Brochures from the main menu above.

Then, click on "Select Assessment for Customer Service" (found on the left hand side of the webpage). From there you will be able to access the test brochure. You may print the document if you wish.


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EEI Test Preparation Resources

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Brochures

INTRODUCTION
[Industry Testing Implementation Program](#)

CAST
[Construction and Skilled Trades](#)

MASS
[Power Plant Maintenance](#)

MRAB
[Meter Reader Aptitude Battery](#)

POSS
[Plant Operator](#)

SACS
[Select Assessment for Customer Service](#)

SASS
[...](#)

Industry Testing Implementation Program (ITIP)

The EEI cooperative test validation studies are unprecedented in private industry in that the final result is a collection of testing projects that can be administered and scored on premises by member company personnel.

ITIP was created to protect the ongoing use of the validated tests, ensuring consistency and quality control. Its major features are:

1. An intensive training and certification program for testing personnel of each member company, and
2. Development of a model testing policy for company use. This policy requires compliance with Federal and state regulations on employee testing, secure uniform administration procedures, quality control, and continuing research.

EEI facilitates continuing quality assurance with professional and legal assistance, oversight of test distribution, and continuing education programs for company personnel.

Every effort has been taken to ensure that each test meets all Federal legal requirements.

Troubleshooting Guide to Frequently Experienced Problems

Pop-up blockers may interfere with your ability to access the study materials and practice tests. If you have pop-up blocker software installed, you may need to temporarily disable it.

Anti-virus software may interfere with your ability to access the materials. If you are experiencing problems, you may want to consider temporarily adjusting the settings on your anti-virus software.

If you experience an error message, such as “Internal Server Error,” simply close your browser window, wait a few minutes, and try again.

If you are still having problems, please call EEI at the help number listed on the website.

ASSESSMENT TAKING STRATEGIES

INTRODUCTION

The purpose of this section is to provide general assessment taking techniques for completing an online assessment.

PREPARE FOR THE ASSESSMENT

Be clear of the assessment due date. Allot plenty of time to complete the assessment by the due date. Ensure the device you will be completing the assessment is working properly. Make sure that you have the latest version of Internet Explorer, Chrome or Firefox browser. Take the assessment in an area with good internet connection.

CONCENTRATE

Try to block out all distractions and concentrate only on the assessment. Find a location to take the assessment that is comfortable and quiet. If lighting in the room is poor, sit under a light fixture.

READ CRITICALLY

Read all directions and questions carefully.

GET PLENTY OF REST

Make sure you are well rested and alert before you complete the assessment.

Remember the techniques described in this section are only suggestions. You should follow the test taking methods that work best for you.



INFORMATION GUIDE FEEDBACK

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

Southern California Edison
Human Resources – Talent & Assessment Programs
6010 Irwindale Ave, Suite B
Irwindale, CA 91706

Test Name: 5308 Selection Assessment for Customer Service
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