



Operator Test Battery (OTB) Test Preview

Prerequisite Skills and Abilities for Taking This Test

The OTB requires hearing and comprehending spoken information (e.g., procedural test-taking information); seeing and comprehending written material in small black print (e.g., numerals, words, multiple-choice answers, directions for completing test booklets and answer sheets); sitting for approximately 1 hour; simultaneously holding and manipulating several test materials (e.g., answer sheets, pencil, test booklets); and writing information (e.g., filling in small answer blocks).

If you need any test accommodations consistent with the Americans with Disabilities Act (ADA), please contact Verizon's test accommodations group via e-mail at ada@aconcons.com prior to the administration of this test.

Test Preview

The purpose of this **Test Preview** is to provide candidates with an overview of what to expect during the testing process. This is important because it helps candidates have an opportunity to do their best.

What is the OTB?

The Operator Test Battery (OTB) is the primary selection test for the Operator title throughout Verizon. The OTB is a paper and pencil test that consists of three (3) cognitive subtests: Spelling, Clerical Speed and Accuracy, and Reading Comprehension. The OTB takes 41 minutes to complete. All candidates applying for the Operator position must take the OTB.

Why use the OTB?

The OTB allows Verizon to systematically evaluate each candidate based on the same set of requirements. This “common yardstick” provides a fair and systematic way of identifying those candidates who are likely to perform well in the Operator position.

The use of validated, job-related employment tests is one way Verizon ensures that all individuals are selected based on the requirements of the job and not based on unrelated factors such as race, color, age, religion, gender, national origin, veteran status, or disability. All employees are selected based on how well they meet the requirements of the job.

What knowledge, skills, and abilities are measured in the OTB?

Spelling

This subtest measures your ability to recognize whether a word is spelled correctly. The test allows you 5 minutes to review 60 different words. For each word you are asked to indicate whether the word is spelled Right or Wrong.

SAMPLE PROBLEM

Temple

- r. Right
- w. Wrong

The correct answer is “r” because the word is spelled correctly.

Clerical Speed and Accuracy

This subtest measures your ability to recognize differences in pairs of names, addresses, numbers, and other symbols. You have five (5) minutes to answer 125 items. To answer the questions, you compare the information on the left side of the question to that on the right side, then decide whether the two sides are *exactly* the same.

SAMPLE PROBLEM

A. R. Neilson A. R. Nielson

- s. Same
- d. Different

The correct answer is “d” because the name on the right is not exactly the same as the name on the left.

Reading Comprehension

This subtest measures your ability to read and understand passages of material. There may be a variety of types of passages (e.g., descriptions of historic events, company memos, and letters). You are to read the passage and then answer a series of questions about the information it contained. There are a total of 35 questions and you are given sixteen (16) minutes to complete them.

SAMPLE PROBLEM

Medical expenses have become a major concern for American businesses. Medical expenses for many companies have doubled in the last five (5) years. Unnecessary health care costs reduce the amount of money available for other business needs and employee benefits. You can help control health care costs by doing the following: adopting a healthy lifestyle, asking your doctor about costs of services, and getting a second opinion from another doctor before having expensive treatment

How much have medical expenses increased in the last five (5) years for many companies?

1. They have tripled.
2. They have doubled.
3. They are the same.
4. They have decreased.

The correct answer is 2.

How to prepare for the OTB

No formal preparation is required.

Doing your best on Verizon tests

Feeling Well

Candidates who are not feeling well before the test begins, or candidates who have a reason to believe that they will not be able to do their best on the test are responsible for notifying their Human Resources Representative to reschedule a new test date. Once a test starts it must be scored, and the standard re-test period must expire before the test can be retaken.

Be Rested and Ready

Candidates should get a good night's sleep before the test, which will help individuals stay alert during the test.

Understand the Test Instructions

Be sure to understand the test instructions before beginning the test. If a test instruction is not heard or understood, you may ask the test administrator to repeat the instructions.