

**CHIEF OF MAINTENANCE  
STUDY GUIDE**

A written examination for the class of **CHIEF OF MAINTENANCE** to be administered in **BOSSIER CITY** on **APRIL 14, 2015**, will consist of approximately **108** multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<p><b>STEERING, SUSPENSION, AND BRAKE SYSTEMS</b></p> <p>Knowledge of steering, suspension, and brake systems sufficient to perform maintenance, make repairs, or adjust the systems when needed.</p>	6.5%
<p><b>COOLING SYSTEMS</b></p> <p>Knowledge of cooling systems sufficient to perform maintenance and repair when needed.</p>	4.6%
<p><b>DRIVE TRAIN/LUBRICATING/ELECTRICAL/FUEL SYSTEMS</b></p> <p>Knowledge of drive train, lubricating, electrical, and fuel systems sufficient to perform maintenance, repairs or adjustments to the system when needed.</p>	13.9%
<p><b>ENGINE MECHANICS</b></p> <p>Knowledge of gasoline engines sufficient to perform diagnosis of mechanical problems and to perform maintenance and repair.</p>	4.6%
<p><b>GENERAL AUTOMOTIVE MAINTENANCE AND REPAIRS</b></p> <p>Knowledge of general automotive equipment sufficient to troubleshoot, diagnose and repair malfunctioning components, including the use and care of instruments and tools.</p>	13.0%
<p><b>MAINTENANCE AND REPAIR OF PORTABLE EQUIPMENT</b></p> <p>Knowledge of portable equipment, tools, and accessories sufficient to perform maintenance and repairs, including verifying that equipment is tested and meets applicable standards.</p>	10.2%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
<p><b>MANAGING EQUIPMENT/PROPERTY/SUPPLIES</b></p> <p>Knowledge of the management, maintenance, and purchasing of equipment, property, and supplies, including inventory control, and verifying that equipment is tested and meets applicable standards.</p>	6.5%
<p><b>RECORDS/ REPORTS</b></p> <p>Knowledge of effective records-keeping practices, including preparation, content and retention; and knowledge of effective report preparation procedures, including the organization of data into an effective written format for reports.</p>	10.2%
<p><b>SUPERVISION</b></p> <p>Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates, to resolve conflicts, to maintain discipline; and to train subordinate personnel.</p>	24.1%
<p><b>AUTOMOTIVE MAINTENANCE SERVICE MANAGEMENT</b></p> <p>Knowledge of the principles of effective automotive maintenance service management in order to perform required duties; evaluate division operations; and knowledge of effective public relations practices which foster a positive public image of the department through contact with the public.</p>	6.5%

**REFERENCE LIST**

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

**PRIMARY REFERENCE MATERIAL**

**MODERN AUTOMOTIVE TECHNOLOGY, James E. Duffy, The Goodheart-Willcox Co., Inc., 2004.**

**EFFECTIVE SUPERVISORY PRACTICES, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.**  
**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.