

Southeast NM Titles	Required Tests (*may be required)
Accounting Assistant	KST
Accounting Specialist	KST
Asset Management Assistant	None
Asset Management Specialist	None
Billing Verification Assistant	KST
Block Administration Specialist	None
Center Assistant	None
Circuit Layout Assigner	CLAT KST
Claims Specialist	CEA-Service KST
Collections Representative (Non-Consumer)	CEA-Service CSA Core/Service & Collections OPI*
Communications Sales Specialist	CEA-Sales CSA-AEG/Core Service & Sales* CSA Core/Service*
Communications Technician	TKT II CSA-AEG/Core Service*
Compliance Assistant	TST
Computer Attendant	KST
Course Customization Assistant	None
Customer Assistant	L-CAT CSA Core/Service
Customer Care Assistant	None
Customer Relations Administrator	None
Customer Service Assistant	CEA-Service OPI*
Customer Service Associate	CEA-Service CSA-AEG/Core Service* CSA Core/Service* OPI*
Departmental Assistant	None
Digital Technician	TKT II
Dispatch Assistant	KST
Dispatcher	TAB KST (Level 1) CSA Core/Service* CSA-AEG/Core Service*
Drafting Assistant	NSA
Electronic Technician	TKT II
Engineering Assistant	NSA KST
Equipment Coordinator	None
Facilities Assignment Specialist	KST
Facility Technician	TMT III

Facility Technician's Helper	None
Field Service Technician	None
Forecast Assistant	KST
Frame Attendant	None
General Assistant	None

Southeast NM Titles	Required Tests (*may be required)
General Office Assistant	None
Graphics Assistant	None
Heavy Equipment Operator	None
Independent Company Assistant	KST
Information Services Assistant	JFI OPI*
Investigation Assistant	KST
Line Translations Specialist	KST
Machine Operator	None
Maintenance Administrator	KST
Maintenance Specialist	KST
Material Service Coordinator	None
Multi-Media Technician	TKT II
Network Administration Assistant	KST
Network Analysis Specialist	KST
Network Analyst Assistant	None
Network Analyst I	None
Network Analyst II	None
Network Assistant	KST
Network Attendant	KST
Network Translations Assistant	KST
Office Assistant	KST
Office Assistant (PRO)	Ten Key
Office Clerical Assistant	None
Operator	OPI*
Outside Plant Technician	TMT III
Payment Processing Assistant	None
Processing Assistant	KST
Processor Technician	TKT II
Provisioning Specialist	KST
Records Management Center Representative	None
Repair Service Attendant	KST
Sales Associate	CEA-Sales CSA-AEG/Core Service & Sales* CSA Core/Service & Sales* OPI*
Sales Consultant	CEA-Sales CSA-AEG/Core Service & Sales* CSA Core/Service & Sales* OPI*

Sales Clerk	KST
Senior Office Assistant	None
Service Assistant	None
Service Consultant	CEA-Service CSA-AEG/Core Service* CSA Core/Service*
Service Representative	CEA-Service
Service Specialist	BEI: Service Specialist
Services Technician	TMT III
Special Assistant	KST
Special Services Assistant	KST
Southeast NM Titles	
Required Tests (*may be required)	
Special Services Representative	KST TST
Supplies Assistant	KST
Switching Equipment Installation Technician	TKT II
Switching Equipment Technician	TKT II
Systems Specialist Technician	SST KT
Systems Technician	TKT II
Technical Assistant	KST
Technical Consultant	TKT II
Testing Technician	TKT II
Toll-Free Provisioner	None
Utility Worker	None
Wire Technician	TMTF III PTI-R PTA
Workforce Analyst	None

Test	Retest Interval	Expiration
BEI (Behavioral Event Interview)	6 months	2 years
CEA-Sales (Customer Experience Assessment/Sales)	6 months	None
CEA-Service (Customer Experience Assessment/Service)	6 months	None
CFP (Customer Facing Profile)	6 months/1 year	7 years
CLAT (Circuit Layout Assigner Test)	6 months/1 year	7 years
Customer Service Assessment Core/Service (CSA Core/Service)	6 months/1 year	None
Customer Service Assessment Core/Service & Sales (CSA Core/Service & Sales)	6 months/1 year	None
Customer Service Assessment - AT&T Entertainment Group Core/Service (CSA AEG Core/Service)	6 months/1 year	6 months
Customer Service Assessment - AT&T Entertainment Group Core/Service & Sales (CSA AEG Core/Service & Sales)	6 months/1 year	6 months
EI (Employment Inventory)	6 months/1 year	None

JFI (Job Fit Inventory)	6 months/1 year	7 years
KST (Keyboarding Skills Test)	1 month	5 years
L-CAT (Logi-Serve-Customer Assistant Test)	6 months	None
NSA (Network Services Administration Test)	6 months/1 year	7 years
OPI (Oral Proficiency Interview)	6 months	None
PTA (Premises Technician Assessment)	6 months/1 year	None
(PTI-R) Premises Technician Inventory - Revised	6 months	1 year
SST KT (Systems Specialist Technician Knowledge Test)	6 months/1 year	7 years
TAB (Telephone Ability Battery)	6 months/1 year	7 years
Ten Key Test	1 month	5 years
TKT II	6 months	None
TMT III (Technical/Mechanical Test-III)	6 months	None
TMTF III (Technical/Mechanical Test-Field III)	6 months	None
TST (Typing Skills Test)	1 month	5 years

Last updated 4-9-2019