

# Account Manager – One Sitting

## Assessment Fact Sheet

### Overview

The Account Manager solution is an assessment used for job candidates applying to mid-level leadership positions that tend to manage the day-to-day operations and activities of client accounts. Sample tasks for these jobs include, but are not limited to: communicating with clients about project status, developing and maintaining project plans, coordinating internally with appropriate project personnel, and ensuring client expectations are being met. Potential job titles that use this solution are: Account Executive, Account Manager, and Senior Account Manager.

Job Level	Mid-Professional
Job Family/Title	Sales Suite

### Details

Average Testing Time (minutes)	49 minutes
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple choice, Adaptive

### Knowledge, Skills, Abilities and Competencies Measured

**Persistence:** This measures the tendency to be influential, confident, and persistent when working towards sales goals. This trait is characterized by suggesting solutions to meet customer needs, demonstrating confidence in the sales process, and persisting and displaying resiliency when faced with challenges or setbacks.

**Sales Potential:** This is a measure of the tendency to have a combination of sales skills and experiences that predict success in sales positions. This is characterized by: showing alternative solutions based on customer needs; directing conversations toward a commitment/order/sale; showing confidence even after a hard refusal/rejection; and striving to close a transaction every time. This is demonstrated by answering questions on a multifaceted measure relating to background, experience, and opinions.

**Professional Potential:** This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

**Customer Focus:** This measures the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences, being patient, tolerating rude customers calmly, and searching for information or products for customers.

**Sales Drive:** This is a measure of the tendency to possess personal characteristics such as goal orientation, persistence, dominance, drive, and energy. This suggests the likelihood of success in a sales environment. This trait is characterized by: focusing effort to achieve or exceed sales quotas; working to find connections between the company's products and the customer's needs; directing conversation toward a commitment or sale; showing confidence even after a hard refusal/rejection; and striving to close a transaction every time.

**Confidence and Independence:** This is a measure of the tendency to be comfortable and confident in situations that require one to work autonomously, especially in a sales environment. This trait is characterized by: confidence when approaching potential customers; enjoying the challenge of influencing others; and persuading prospective customers to commit to a purchase.

## Example Questions



Which of the following is MOST important for success in sales?

- a)  Competitive drive
- b)  Integrity
- c)  Doing whatever it takes to make a sale
- d)  Being polite and courteous

How many sales courses or sales training programs have you attended?

- a)  none
- b)  one or two
- c)  three or four
- d)  five or more

**Choose which of the two statements below is more true of you.**

- a.)  I am fairly effective at proofreading.
- b.)  When I am overloaded with work, I find that I make more mistakes than usual.

**In the last six months, the number of times I've been late for work or an appointment is:**

- a)  none
- b)  1
- c)  2
- d)  3
- e)  4 or more

**Example Reports**

**Recruiter Report : Account Manager - Short Form**



Applicant Information	
<b>Name:</b>	Sales Tester
<b>Application Date:</b>	Tue Jul 14 16:48:00 EDT 2009
<b>Applicant ID:</b>	3491
<b>Session ID:</b>	47880653780370
This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.	

Overall Score			
<b>Recommended</b> ✓			
	Percentile	Low 30	Medium 70
			High 100
<b>Overall Score</b>	77	◆	

Detailed Results			
	Percentile	Low 30	Medium 70
			High 100
<b>Persistence</b>	73	◆	
<b>Sales Potential</b>	95	◆	
<b>Professional Potential</b>	90	◆	
<b>Customer Focus</b>	29	◆	
<b>Sales Drive</b>	40	◆	
<b>Confidence and Independence</b>	40	◆	

Score Interpretation	
<b>Persistence</b>	
This is a measure of the tendency to set specific goals and work hard to achieve these goals. This trait is characterized by: suggesting the best solution for customer needs; being able to direct conversations towards a commitment/order/sale; and continuing to try if not successful the first time.	
The candidate is more likely than other candidates to prefer challenging tasks. The candidate will usually work quickly and get more done than others. He/she tends to be a self-starter, continually set new, higher goals, and be rated above average on 'sales-skills.'	
<b>Sales Potential</b>	
This is a measure of the tendency to have a combination of sales skills and experiences that predict success in sales positions. This is characterized by: showing alternative solutions based on customer needs; directing conversations toward a commitment/order/sale; showing confidence even after a hard refusal/rejection; and striving to close a transaction every time. This is demonstrated by answering questions on a multifaceted measure relating to background, experience, and opinions.	
The candidate is more likely to have a history of sales-related positions and accomplishments. The candidate is more likely to be able to qualify a sales opportunity and complete the sale. The candidate is more likely to	