# Administrative Assistant – One Sitting

**Assessment Fact Sheet**

## Overview

The Administrative Assistant solution is for entry-level clerical positions that interact with external or internal customers. Sample tasks for these jobs include, but are not limited to: answering telephones, managing files and records, sorting mail, greeting customers, and collaborating with co-workers on projects. Potential job titles that use this solution are: Administrative Assistant, Administrative Specialist, Receptionist, and Secretary.

| | |
|---|---|
| Job Level | Entry-level |
| Job Family/Title | Banking |

## Details

| | |
|---|---|
| Number of Sittings | One |
| Designed for Unproctored Environment | Yes |
| Question Format | Simulation, Multiple choice |

## Knowledge, Skills, Abilities and Competencies Measured

**Typing Skills:** This is a measure of speed and accuracy in typing text presented on the computer screen. The overall score is based on the total number of keystrokes, time taken, and number of errors made when typing six passages. The following method is used to determine the Net Words Per Minute score: Net Words Per Minute = ((Gross Words Per Minute * Time Taken) - Total Errors) / Time Taken.

**Achievement Orientation:** This measures the potential for success in entry-level jobs. This scale measures self-esteem and developmental indicators of success in entry-level customer service jobs through questions regarding developmental influences, self-esteem, work history, and work-related values and attitudes.

**Conscientiousness:** This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when co-workers are not working.

**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.

## Example Questions

The business environment has undergone a dramatic transformation in the last half century. Fifty years ago, an employee could expect to find a job after high school or college and work at the same company until he or she retired. In today's highly competitive marketplace, however, job security is virtually impossible to find. Managers are laid off without a warning, employees fall prey to down-sizing, and many workers are forced to take early retirement before they are ready. In today's unstable job market, workers must recognize the absence of their own job security and take responsibility for their own career development. The following five steps can help you take control of your career and prepare for the unexpected.

**.SHL.**

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Innovation in Talent.

## Example Reports

### Recruiter Report : Administrative Assistant - Short Form

**PReVISOR**

**Applicant Information**

**Name:**

**Application Date:** Tue Mar 24 13:13:00 EDT 2009

**Applicant ID:** 3360

**Session ID:** 05330597687121

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.
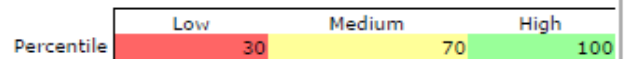
**Overall Score**

**Not Recommended** ✗

| | Low | Medium | High |
|---|---|---|---|
| Percentile | 30 | 70 | 100 |
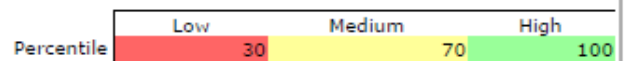
**Overall Score** 7

**Detailed Results**

| | Low | Medium | High |
|---|---|---|---|
| Percentile | 30 | 70 | 100 |

| | Percentile |
|---|---|
| **Typing Skills** | 70 |
| **Achievement Orientation** | 0 |
| **Conscientiousness** | 0 |
| **Professional Potential** | 74 |
| **Customer Focus** | 71 |

**Score Interpretation**

**Typing Skills**

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When typing presented text, the candidate demonstrates some ability to type text quickly and accurately. The candidate is likely to perform these typing tasks at an average level on the job.