

# Bank Operations Supervisor – One Sitting

### **Assessment Fact Sheet**

#### Overview

The Bank Operations Supervisor solution is for job candidates applying to entry-level leadership positions who tend to supervise hourly employees. Sample tasks for these jobs include, but are not limited to: planning and preparing work schedules, assigning employees to specific duties; coaching employees on attendance, conduct, schedule adherence, and work tasks, developing employees' skills; training subordinates; prioritising multiple tasks and priorities; and making day-to-day decisions with minimal guidance from others. Potential job titles that use this solution are: Team Leader, First Line Supervisor, Processing Supervisor, Call Center Supervisor, and Customer Service Supervisor.

	Job Family/Title	Banking	
	Job Level	Leader	
Details	Number of Sittings	One	
	Designed for Unproctored Environment	Yes	
	Question Format	Dynamic, Multiple choice	

Knowledge, Skills, Abilities and Competencies Measured

**Problem Solving:** This component measures the tendency to efficiently and effectively use numerical and analytical reasoning. This component is characterized by the ability to solve complex problems, identify alternatives, and make reasoned decisions.

**Management Potential:** This is a measure of the potential for managerial 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.

**Thoroughness:** This component measures the tendency to be thorough and precise in approaching work and personal activities. This trait is characterized by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

**Reliability:** This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

**Achievement:** This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

**Innovation:** This component measures the tendency of one's creativity in working through problems and making decisions. This trait is seen as: producing novel solutions to problems; using imagination to create unique ideas or products; and logically applying multiple and inventive strategies when considering alternatives.

**Influence:** This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.



**Independence:** This component measures the tendency of a person's willingness to take action and to make decisions independently. This trait is revealed in: working effectively without immediate supervision; not being overly dependent on help from others; and being resourceful in the face of challenges.

**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.

## **Example Questions**

Percent of Items in Stock				
Price of It	em Der	oartment A	Department B	Department C
\$0 - \$9	.99	8%	22%	21%
\$10 - \$49	,99	16%	27%	41%
\$50 - \$99		33%	19%	16%
\$10 \$499		32%	17%	13%
\$0 - \$9 \$10 - \$49 \$50 - \$99 \$10 \$499 \$500 and		11%	15%	9%
Total Iter in stock		346	512	296
a.) ⊘ 39%				
b.) @ 42%				
c.) 6 45%				
d.) ⊚ 47%				
e.) 6 50%				



### Example Reports

### Recruiter Report : Bank Operations Supervisor - Short Form



#### **Applicant Information**

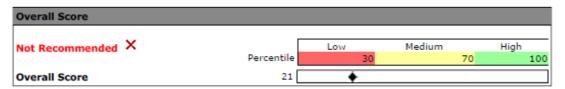
Name

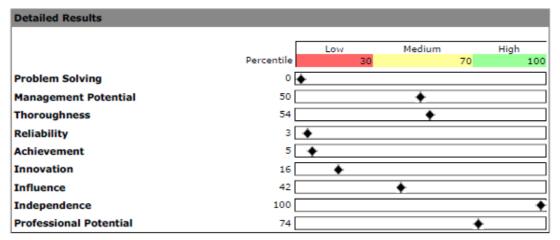
Application Date: Tue Mar 24 14:18:00 EDT 2009

Applicant ID:3360

Session ID:80287601376208

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.





### Score Interpretation

### Problem Solving

This component measures the tendency to efficiently and effectively use numerical and analytical reasoning. This component is characterized by the ability to solve complex problems, identify alternatives, and make reasoned decisions.

The candidate has below-average numerical and analytical reasoning abilities and is likely to have difficulty solving complex problems. The candidate may be unable to identify underlying issues and make reasoned decisions.