Insurance Administrative Assistant – One Sitting

Assessment Fact Sheet

Overview

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

Job Level	Entry Level
Job Family/Title	Insurance

Details

Average Testing Time (minutes)	24 minutes
Maximum Number of Questions	106 questions
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice, Simulation

Knowledge, Skills, Abilities and Competencies Measured

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.

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.

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 coworkers are not working.

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.

The business environment has undergone a dramatic transformation in the last half...
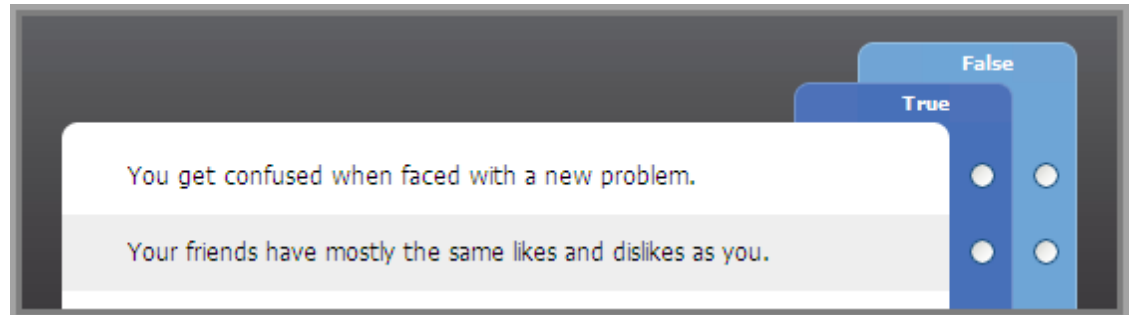
	True	False
When you make a mistake, it's natural for you to try to cover it up.	○	○
You are very cautious in most things you do.	○	○

Example Report

Detailed Report:Insurance 5.5: Administrative Assistant - Short Form

Recruiter | Interview | Development

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Applicant Information

Name:

Application Date: Tue Oct 27 22:55:00 EDT 2009

Applicant ID:12411152

Session ID:357131421104205453

Library: Selection

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

		Low	Medium	High
Recommended √	Percentile	30	70	100
Overall Score	77			◆

Detailed Results

		Low	Medium	High
	Percentile	30	70	100
Typing Skills	24	◆		
Achievement Orientation	89			◆
Conscientiousness	84			◆

Score Interpretation

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

When typing presented text, the candidate is less skilled than other candidates at typing text quickly and accurately. This suggests that the candidate may experience difficulty performing typing tasks on the job.

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.

The candidate's response profile concerning developmental influences, self-esteem, work history and work-related values and attitudes is similar to the profiles of effective entry-level employees and customer service representatives. The good match between the profiles suggests that the candidate is likely to be successful in entry-level and/or customer service positions.

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 coworkers are not working.

The candidate is likely to be dependable and responsible on the job. He/she is likely to adhere to rules and show self-control and stability in behavior. The candidate has a tendency to be careful while performing tasks and takes responsibility for his/her work.

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