

# Sales Support Specialist - One Sitting

## Assessment Fact Sheet

### Overview

The Sales Support Specialist solution is for entry to mid-level sales support positions in which employees work primarily under the guidance of an account manager or operations manager in support of client accounts. Sample tasks for these jobs include, but are not limited to: implementing customer orders, assisting with and coordinating activities, and utilizing processes to meet customer requirements. Potential job titles that use this solution are: Implementation Specialist, Project Assistant, and Sales Support Assistant.

Job Level	Entry to mid-level
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Job Family/Title	Sales Suite
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### Details

Average Testing Time (minutes)	43 minutes
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Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple Choice, Adaptive
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### Knowledge, Skills, Abilities and Competencies Measured

**Working with Information:** This measures the ability to efficiently and effectively use numerical and analytical reasoning to gather information and solve real-world problems.

**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.

**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.

## 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

Most places don't care much if employees take a few things home with them from work.

True

False

Purchase orders are filed according to amount and company name using the system below. All closed purchased orders have a \$0 balance. Company names that begin with a number are filed in drawer 2 or 4 according to the purchase order amount.

Amount	Name	Drawer
\$0	A-Z	1
\$0.01 - \$5000	A-M	2
\$0.01 - \$5000	N-Z	3
\$5000.01 - up	A-M	4
\$5000.01 - up	N-Z	5

A \$2350.75 purchase order from Dorian Rugs is filed in drawer number:

- a)  2
- b)  3
- c)  4
- d)  5

**Example Reports**

**Recruiter Report : Sales Support Specialist - Short Form**



Applicant Information	
<b>Name:</b>	Sales Tester
<b>Application Date:</b>	Tue Jul 14 16:59:00 EDT 2009
<b>Applicant ID:</b>	3491
<b>Session ID:</b>	46785654073845
<p>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.</p>	

Overall Score									
<b>Recommended</b> ✓									
	Percentile	<table border="1"> <tr> <th>Low</th> <th>Medium</th> <th>High</th> </tr> <tr> <td>30</td> <td>70</td> <td>100</td> </tr> </table>	Low	Medium	High	30	70	100	
Low	Medium	High							
30	70	100							
<b>Overall Score</b>	88								

Detailed Results									
	Percentile	<table border="1"> <tr> <th>Low</th> <th>Medium</th> <th>High</th> </tr> <tr> <td>30</td> <td>70</td> <td>100</td> </tr> </table>	Low	Medium	High	30	70	100	
Low	Medium	High							
30	70	100							
<b>Working with Information</b>	100								
<b>Professional Potential</b>	90								
<b>Customer Focus</b>	29								
<b>Conscientiousness</b>	33								

Score Interpretation	
<b>Working with Information</b>	<p>This measures the ability to efficiently and effectively use numerical and analytical reasoning to gather information and solve real-world problems.</p> <p>The candidate is likely to respond effectively to simple and complex customer requests, and he/she is likely to learn new procedures quickly. The candidate has an above-average ability to identify required information, seek alternative sources of information, and combine details to solve problems.</p>
<b>Professional Potential</b>	<p>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.</p> <p>This candidate's response profile concerning past achievements, social orientation, and work orientation is highly similar to the profiles of highly effective professionals. The good match between the profiles suggests that this candidate is likely to be successful in a professional position.</p>
<b>Customer Focus</b>	<p>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,</p>