

Claims/Operations Supervisor Solution Fact Sheet



Claims/Operations Supervisor - One Sitting

Assessment Fact Sheet

Overview

The Claims/Operations Supervisor solution is for entry-level management positions that involve supervising hourly employees. Sample tasks for this job 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; prioritizing multiple tasks and priorities; making day-to-day decisions with minimal guidance from others. Potential job titles that use this solution are: Team Leader, Coach, First Line Supervisor, Claims Supervisor, Operations Supervisor, and Customer Service Supervisor.

Job Level	Managerial
Job Family/Title	Insurance

Details

Average Testing Time (minutes)	48 minutes
Maximum Number of Questions	145 items (110 on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple choice, Multiple choice – adaptive

Knowledge, Skills, Abilities and Competencies Measured

Management Potential: This measures a candidate's tendency to make good judgments about how to effectively respond to work situations. This is determined by scores derived from the candidate's responses to questions regarding situations one would likely encounter as a manager.

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.

Thoroughness: This measures a candidate's 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 measures a candidate'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.



Knowledge, Skills, Abilities and Competencies Measured

Achievement: This measures a candidate's 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 measures the tendency of the candidate'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.

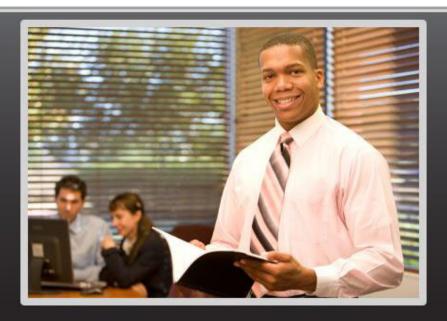
Influence: This component measures the tendency of a candidate's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

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.

Verbal Ability: This assessment measures the ability to extract relevant information from written sources and make objective judgments on the basis of that information, logically complete sentences, and understand relationships between words. It provides an indication of how an individual will perform when working with reports, correspondence, instructions, and research information. Verbal ability is commonly required to support work judgment and decision making in many different types of jobs at all levels. This report provides information regarding an individual's ability to read and comprehend written passages, understand individual word meanings and word associations, and complete sentences.



Example Questions



It is most important to me to find a job with a company that is:

- o fast paced and timeline driven.
- o constantly growing and expanding its core business.
- o stable with a predictable work pace.
- well-established and well-known.
- highly competitive and cutting edge.

Which of the following have you disliked most about any job situation you have been in?

- o poor pay
- o lack of cooperation among employees
- lack of recognition
- oresistance to new ideas
- o lack of support and direction
- lack of interesting work



Example Questions

In general, the people I've worked for:

- b) have rarely listened to my suggestions
- c) have usually listened to my suggestions
- have always listened to my suggestions
- onone of these. I usually do my work without making suggestions about it



Example Reports

