



Claims/Operations Supervisor Solution

Fact Sheet

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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 Sitzings	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:

- a) ☐ fast paced and timeline driven.
- b) ☐ constantly growing and expanding its core business.
- c) ☐ stable with a predictable work pace.
- d) ☐ well-established and well-known.
- e) ☐ highly competitive and cutting edge.

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

- a) ☐ poor pay
- b) ☐ lack of cooperation among employees
- c) ☐ lack of recognition
- d) ☐ resistance to new ideas
- e) ☐ lack of support and direction
- f) ☐ lack of interesting work

Example Questions

In general, the people I've worked for:

- a) ☐ have never listened to my suggestions
- b) ☐ have rarely listened to my suggestions
- c) ☐ have usually listened to my suggestions
- d) ☐ have always listened to my suggestions
- e) ☐ none of these. I usually do my work without making suggestions about it

Example Reports

Detailed Report: Insurance 5.5: Claims Operations Supervisor - Short Form

RecruiterInterviewDevelopment

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Applicant Information

Name:

Application Date: Fri Oct 30 11:19:00 EDT 2009

Applicant ID: 12430513

Session ID: 040621423078335737

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

Recommended

Percentile

Low

Medium

High

30

70

100

84

Detailed Results

Verbal Ability

Management Potential

Thoroughness

Reliability

Independence

Professional Potential

Percentile

Low

Medium

High

30

70

100

35

37

68

64

82

96

Score Interpretation

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.

This individual demonstrates an average level of verbal ability compared to others in similar job levels. This person is likely to be able to comprehend written information, understand underlying inferences, and evaluate competing information as well as most people in the comparison group. Given sufficient time, this person should be able to analyze and understand moderately complex information.

At work, this person should be able to effectively comprehend a variety of written documents and make logical conclusions based on the information presented. Like most other people who score similarly, however, this person may need to seek additional help or advice when presented with particularly complex information.

Management Potential

This component measures the 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.

This candidate's response profile concerning judgments about how to manage staff communication, employee development, and employee motivation is somewhat similar to judgments made by highly effective managers. The average match between the profiles suggests that the candidate is somewhat likely to be a successful manager.

Thoroughness

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

This candidate will likely approach his/her work in a somewhat organized manner. While he/she may make an effort to carefully understand the details of assignments, there will be times when the candidate seems unorganized and overwhelmed. He/she will typically seek accuracy and precision in his/her work, but will not necessarily spot errors or imperfections without expending extra effort.

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.

This candidate is likely to approach interesting work with careful planning and preparation. However, the candidate may avoid mundane or boring tasks, preferring to find work that is more stimulating or more easily accomplished without extensive planning. When working on difficult assignments, this candidate may procrastinate and fail to prioritize important elements.

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.

The candidate is likely to set challenging goals and will persist despite obstacles. The candidate will tend to show a high level of pride in his/her work, striving for excellence even over prolonged periods of effort. The candidate is likely to be highly competitive and intense in approaching his/her work. The candidate is motivated to accomplish goals, regardless of the timeframe or difficulty level.

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.

The candidate will not seek out opportunities to be engaged in solving complex problems, but will be able to make contributions when needed. While the candidate will not typically enjoy considering multiple perspectives or analyzing critical data, he/she will be able to exercise innovative and creative thinking to uncover solutions. The candidate will not typically offer novel approaches to problems, but will instead gravitate toward existing, proven 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.

This candidate may reluctantly direct others in situations where leadership is required. However, the candidate will be uncomfortable in this role and will hesitate to guide others' opinions and to direct their efforts. The candidate may sometimes enjoy being the focus of attention among his/her peers, but will typically defer to others seeking the leadership role. The candidate will show an average level of confidence in making decisions and influencing others.

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.

This candidate is a self-starter who will likely thrive in an opportunity to get things done without immediate guidance. While others may wait for detailed assistance, this candidate will take the initiative to work on assigned tasks without being dependent on others. The candidate will be resourceful in the face of challenges and will reflect a high level of responsibility in his/her work, validating the trust placed in his/her efforts.

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.

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.

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6

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