Administrative Professional – One Sitting

Assessment Fact Sheet

Overview

The Administrative Professional solution is for entry to mid-level positions that involve routine clerical and administrative functions in addition to office management functions and customer service. Sample tasks for this job include, but are not limited to: arranging conference calls; drafting correspondence; scheduling meetings; greeting visitors; coordinating office activities. Potential job titles that use this solution are: Administrative Assistant, Secretary, Office Manager, Administrative Aide, and Administrative Associate.

Job Level	Entry-level
Job Family/Title	Business Suite

Details

Average Testing Time (minutes)	36 minutes
Maximum Number of Questions	179 items (151 items on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple choice, Multiple choice – adaptive, Simulation

Knowledge, Skills, Abilities and Competencies Measured

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 component measures the tendency to exhibit personal responsibility, follow rules and guidelines, and complete work thoroughly and precisely. This trait is characterized by trustworthiness, fulfilling commitments, dedication to the completion of all work tasks completely and accurately, and organization.

Composure: This component measures the tendency of one's ability to think clearly and objectively during times of stress or intense pressure. This trait is often described as "grace under fire" and is further characterized by operating under a positive outlook despite criticism, worries, and guilt.
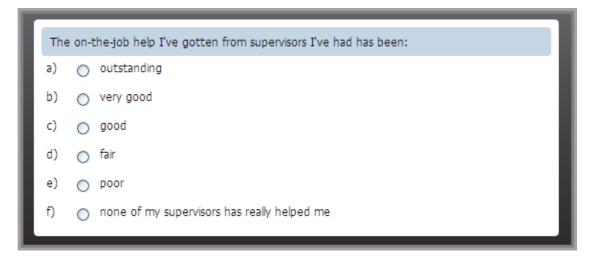
Professional Potential: This is a measure of the tendency to have potential for success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Drive for Success: This component measures the tendency to set and accomplish challenging goals, to believe in one's own ability to get the job done, and to assert one's influence to drive others towards a common goal. This trait is characterized by working hard, demonstrating optimism in the face of adversity, and negotiating effectively with others to accomplish goals.

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 on-the-job help I've gotten from supervisors I've had has been:

a) ○ outstanding

b) ○ very good

c) ○ good

d) ○ fair

e) ○ poor

f) ○ none of my supervisors has really helped me

Choose which of the two statements below is more true of you.

a.) ○ I think I have some shortcomings that affect my work.

b.) ○ Achieving personal success is very motivating for me.

	True	False
You get confused when faced with a new problem.	○	○
Your friends have mostly the same likes and dislikes as you.	○	○

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.

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Example Reports

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Applicant Information

Name: Biz Suite
Application Date: Thu Mar 25 10:13:00 EDT 2010
Applicant ID: 3824
Session ID: 11184746057304
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 ✓

	Low	Medium	High
Percentile	30	70	100

Overall Score 98 ◆

Detailed Results

	Low	Medium	High
Percentile	30	70	100

Typing Skills	86	◆
Conscientiousness	89	◆
Composure	80	◆
Drive for Success	100	◆
Professional Potential	97	◆
Customer Focus	41	◆

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

The candidate is more skilled than other candidates at typing text quickly and accurately. Based on the candidate's performance results for typing speed and accuracy, it is likely the candidate will perform these and similar typing tasks well on the job.

Conscientiousness

This component measures the tendency to exhibit personal responsibility, follow rules and guidelines, and complete work thoroughly and precisely. This trait is characterized by trustworthiness, fulfilling commitments, dedication to the completion of all work tasks completely and accurately, and organization.

This candidate will likely follow all rules and regulations and can be trusted with sensitive information. He or she can be relied upon to complete all assigned tasks even if the task is mundane or uninteresting. The candidate will likely be organized and make plans to ensure work is completed in a timely manner and is of the highest quality.

Composure

This component measures the tendency of one's ability to think clearly and objectively during times of stress or intense pressure. This trait is often described as "grace under fire" and is further characterized by operating under a positive outlook despite criticism, worries, and guilt.

This candidate is likely to maintain control during stressful situations, thinking clearly and objectively under pressure. When challenged, the candidate will maintain a calm demeanor and will remain motivated by a positive outlook. The candidate will accept criticism as an opportunity to grow and his/her productivity will not be impacted by feelings of vulnerability and doubt.