



**Administrative Assistant /  
Clerical Assessment Report**

**Candidate:  
Laura Sampleuser**

**Date:  
03/09/2020**

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The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

## ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL

	Low	Below Average	Average	Above Average	High
Agreeableness		◆			
Conscientiousness				◆	
Detail Mindedness			◆		
Emotional Stability / Resilience			◆		
Extroversion					◆
Flexibility					◆
Impression Management		◆			
Integrity		◆			
Intrinsic Motivation					◆
Long Tenure Potential			◆		
Orderliness			◆		
Responsive Service			◆		
Tough Mindedness			◆		
Work Drive			◆		

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Test	Percent Correct Score	This score is considered to be:
Filing Aptitude	96% Correct	High Score

Test	Percent Correct Score	This score is considered to be:
Grammar & Spelling Test	80% Correct	Above Average

### Explanation of this “Percent Correct” Aptitude Score

The scoring for tests like this one is based on a “percent correct” calculation which is total number of correct answers divided by total number of questions on the test. The candidate has ample time to complete each question, so it is possible to achieve a 100% score.

Lower scores suggest the candidate will make a high number of errors on the job. Their basic skills in this topic area are probably lacking. If hired, you need to consider on-the-job training in this topic area.

Higher scores suggest the candidate is less likely to make mistakes of this type on the job. Their skills are adequate to good, so they can probably improve accuracy as they practice tasks on the job - especially if you give them feedback about errors as they occur during job performance.

### We offer the following guideline:

0% to 50% correct	51% to 70% correct	71% to 85% correct	86% to 100% correct
Low Score	Below Average	Above Average	High Score

Most companies are simply trying to weed out candidates who would have the most trouble handling job tasks of this nature. If that is the case, you need to think about what is the lowest “Percent Correct” score you will tolerate. If errors are not particularly costly to your operations, then you may be able to accept candidates who score in the Below Average range.

Some companies are trying to enhance the overall quality of their workforce with the use of standardized aptitude testing. If this is the case for your company, then we advise that you accept candidates in the Above Average or High categories. If errors of this nature cause very serious problems in your company, then you should only hire people who score in the High category.

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### Personality Assessment

#### Strengths:

- She is reliable and conscientious on the job. Laura will honor her job expectations and commitments in a manner that others can depend on.
- She can handle most ordinary types of job stressors and hassles. Laura is moderately well-adjusted and able to manage her emotions fairly well in demanding situations.
- Laura is extroverted, gregarious, warmhearted, and expressive. She will be an effective communicator who is attuned to social cues and interpersonal dynamics in the workplace. Laura will make an effort to establish and maintain contacts with other areas in the organization.
- She is willing to learn new tasks, skills, and responsibilities in her job. She doesn't mind being reassigned to a new area when business needs arise.
- Laura is not usually one to put on a false front or act insincerely. First impressions of her generally are correct.
- Personal satisfaction and accomplishment of tasks are very important to Laura and she values a job that gives her personal satisfaction. She considers work an end in itself, so she will be motivated by task variety, challenge, and meaningfulness of the responsibility.
- Laura has average potential for long-tenure with her next employer. She is inclined to form a solid attachment to one company, making it somewhat unlikely that she would leave for another job elsewhere.
- She registers as being fairly careful and methodical in the way she performs many tasks and assignments.
- While she can be logical and analytical in the way she appraises problems, Laura is also attentive to and respectful of the feelings and emotional states of other people.
- Her work drive is in the average range. Though not a workaholic, Laura usually invests sufficient effort into her job to be viewed as an acceptable performer.

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### Developmental Concerns:

- She can be contentious and divisive in group settings. Laura could try harder to get along with the people she works with in a congenial, pleasant manner.
- Laura tends toward being a bit sloppy in terms of checking her work for errors and oversights. To ensure acceptable results, her work will require extra supervision and oversight.
- Laura may have trouble coping with extensive or intensive job stress. She may not bear up as well under heavy pressure as many others who hold this job.
- Laura may be too involved in the social side of work. She may spend time chatting and interacting with others when she should be concentrating on her own work obligations.
- She may not be tolerant enough of conventional methods and customary procedures in the workplace. Laura may try too hard to make changes even though their benefits might be minimal.
- At times, Laura may need to be more circumspect in her speech and behavior. She may be a bit too candid or blunt in what she says to others.
- Registering below-average on integrity, Laura may occasionally act in ways that upper management perceives as ethically questionable or inappropriate. She may violate or fail to uphold some company rules and policies or professional standards.
- She could place slightly more emphasis on customer service in her work. Laura could be more attuned to customer requests, concerns, and needs.
- Laura may need to rev up her work drive, at times, if she is to really succeed in this job. This may necessitate going above and beyond normal effort levels to meet pressing or irregular job demands .

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## INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- \* When did this take place?
- \* What factors led up to it?
- \* What were the outcomes?
- \* What did others in the organization say about this?
- \* How often has this type of situation arisen?
- \* How would you handle it differently in the future?

### AGREEABLENESS

- Tell me about a project that required everybody to get along smoothly and harmoniously. What did you do to help promote harmony and cohesion?
- Sometimes it is good to question or challenge the ideas or decisions of the people you work with, even if it leads to disagreement or an argument. Tell me about a time when you have done so.
- Describe a situation where you took a stand on something that was not necessarily popular with other people, but where you felt it was the correct thing to do?
- Tell me about a situation where you went along with the group (or with individual coworkers) just to keep the peace, preserve harmony, or show support, even though you did not agree with them.
- Conflict seems to be inevitable in most work settings as business competition increases and more demands are made on all employees. Tell me about a conflict or disagreement you had with another employee? [Probes: What was the nature of the problem? What did you do to help resolve it? How often has this occurred?]

### EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

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### EXTROVERSION

- Some employees waste valuable time on their jobs chit-chatting, gossiping, and socializing. Please indicate whether this is ever a problem for you and what steps you take to avoid it becoming a problem.
- Tell me how much time you would ideally like to spend each day in meetings and discussion groups on the type of job for which you are applying.
- All of us have different styles of interacting and communicating with other people. Describe a situation where your style did not mesh well with that of another employee. [Probe: How did your styles differ? What problems did this lead to? What adjustments did you make?]
- Give me an example of a presentation that you have made where the audience was not particularly interested in the topic. What did you do? What were the results?
- Sometimes it is hard for us to be objective about someone we know or like. Tell me if this has ever been a problem for you and, if so, how you dealt with it.

### IMPRESSION MANAGEMENT

- In what ways (if any) do you adjust the way you present yourself to the particular customer you are calling on?
- Describe your techniques for building rapport with coworkers and customers.
- Talk about the ways you tailor yourself and your presentations to fit the needs, resources, and interest levels of the people you are interacting with.

### INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?
- Under what conditions would it be acceptable to ignore or bend a company rule or policy?
- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.
- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

### INTRINSIC MOTIVATION

- Tell me which factors define success for you in a job.
- Describe how your feelings of job satisfaction are affected by how much challenge and variety you have at work.
- Tell me what you would do if your job became repetitive and routine.
- Describe the kind of work that really motivates you.

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### ORDERLINESS

- All of us learn from our errors and mistakes. Tell me about the most recent error or mistake you learned from. [Probes: What was the error or mistake? What did you learn from it? What did you do to prevent it from happening again?]
- Tell me about a time when your organizational skills paid off and helped solve or prevent a problem at work.
- Sooner or later all employees have to make some trade-offs between working quickly and doing a sufficient quantity of work versus working precisely and doing work of the highest quality . Tell me about an occasion at work when you traded off quality for quantity or when time constraints forced you to compromise on thoroughness or attention to detail. [Probe: How did you feel about having to make such a trade-off?]
- Describe the most significant thing you have done to help yourself become better organized on your job.

### WORK DRIVE

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?

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