



## **Administrator SJT**

**Sam Sample**

**Report Generated: 25-09-2020**



## Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Administrator SJT on 25/09/2020.

The test is designed to assess areas of critical importance for success in the role of an administrator and / or executive assistant. The competencies assessed are defined below.

## Administrator Competencies

**Relating to Others:** Relating to customers and colleagues in a fluent and effective manner.

**Customer Service:** Gathering sufficient information in order to make valid decisions and resolve customer queries / requests.

**Achieving Outcomes:** Working in an organised manner in order to achieve desired outcomes.

The results of the test are valid for 12 months and should be kept confidential.

## Profile

The following summarises Sam's performance on the Administrator SJT. It provides:

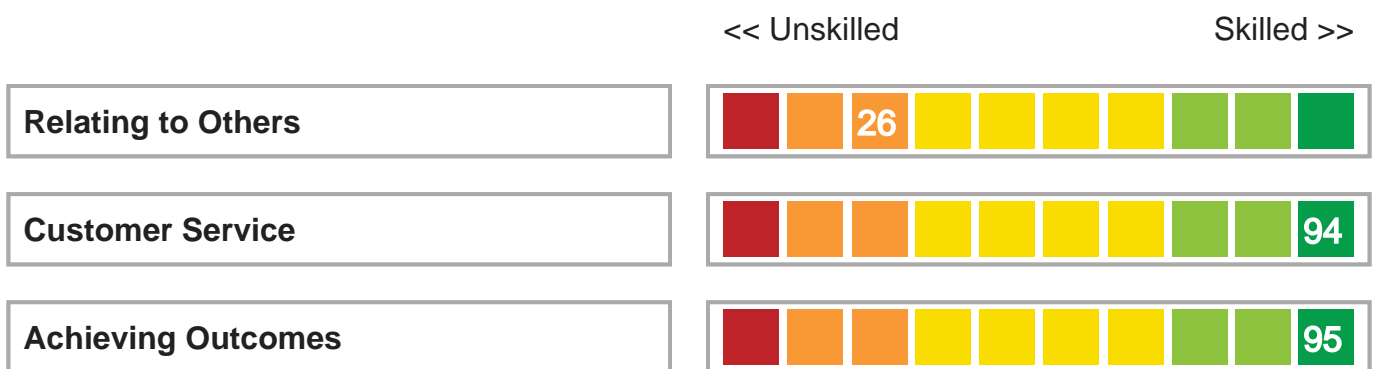
- An overall score, expressed as a percentile based on an individual's responses to all questions.
- A percentile score for each of the competencies assessed



Overall the score suggests Sam is a good fit for the role.

## Administrator SJT Competencies

The scores shown below are Sam's percentiles for each of the competencies.



## Performance

The following provides a detailed description of Sam's performance, evaluating his responses for each competency as skilled, proficient or unskilled.

### Skilled

Sam is highly skilled at **Customer Service**. He presents as being genuinely interested in understanding the nature of a client's concerns, and will ask questions to further refine a solution. He is also likely to be thoughtful in obtaining required information to help the customer properly and provide excellent customer service.

Sam is highly skilled at **Achieving Outcomes**. He presents as genuinely committed to achieving goals to a high standard, proactively working with colleagues and independently, to maintain quality. He is also likely to be adept at managing customers' priorities, carefully planning their work in order to exceed expectations.

### Proficient

There are no areas of proficient behaviour.

### Unskilled

Sam is likely to be unskilled at **Relating to Others**. He presents as being more focused on his own work and reactive in his communication with colleagues or offer of support. He is also likely to avoid engaging in difficult conversations, preferring to see if things get better without his direct involvement or seek easier people to work with.