



SELECT Personality Survey Descriptions

When should SELECT tests be used? Each of the SELECT tests has been designed to be used early in the employment selection process, after initial screening, but before the employment interview. *(Test results include interview probe suggestions and indications of unusual responses that should be probed during the interview.)*

What do the SELECT tests measure? Each of the tests has been specially developed and validated for a specific job type (*e.g., Customer Service, Administrative Support*) or a group of jobs in a specific industry (*e.g., Health Care, Convenience Stores*). Each measures important underlying personality attributes in somewhat different ways, but each produces overall predictor indices of Performance and Integrity appropriate to the job or industry type.

SELECT Personality Survey Descriptions

- **Administrative Support** - People who can be productive and cooperative in office administrative roles such as administrative assistants, secretaries, other office support personnel and temporaries.
- **Call Centers** - People who can work effectively with the customer via telephone to produce results for in-bound service, in-bound sales and out-bound sales roles.
- **Convenience Store Associates** - People who serve the customer in convenience-store and gas station roles. Includes a basic measure of retail math.
- **Convenience Store Management** - People who will manage a small team of associates to serve and sell to customers in convenience stores and gas stations. A retail manager math module can be added.
- **Customer Service** - People who serve the customer with a positive service attitude in roles like customer service representatives, order clerks, or client service representatives.
- **Health Care** - People who can work directly with or around patients displaying an empathetic, service-oriented attitude while providing superior care in roles such as nurse, nurse's aide, technician, transporter, and admitting office personnel.
- **Help Desk Agents** - People who will work efficiently to solve problems, exceed customer expectations and work collaboratively with others in help desk and technical phone support roles.
- **Hospitality** - For people who serve as wait staff or hosts with a positive and engaging service attitude in restaurants, hotels and other hospitality positions.
- **Leasing Agents** - People who will be positive service providers and be able to influence people to lease or rent apartments in their complexes. A measure of basic math geared to the leasing role can be added.
- **Light Industrial (Production and Distribution)** - People who can be cooperative and productive in manufacturing and distribution roles such as manufacturing and assembly team

members, operators, drivers, and warehouse personnel.

- **Personal Services** - People who will be positive service providers in roles such as hair stylist, barber, cosmetologist, and salon service provider.
- **Receptionist** - For people who are socially engaging and enjoy serving the needs of a customer.
- **Retail Clerks/Cashiers** - People who enjoy serving others in a retail store in positions where active selling is not required. A basic measure of retail math can be added.
- **Retail Sales Associates** - People who enjoy selling and dealing with customers in a retail store. For positions in which active selling is required and customer loyalty is desired. A measure of basic retail math can be added.
- **Retail Store Management** - People who will be store managers in small format stores or department managers in large format stores and can manage associates to serve and sell. A retail manager math module can be added.
- **Staffing Call Center Suite** - A comprehensive call center survey to assist in determining fit for various roles -- Inbound Service, Inbound Sales, Outbound Sales, or Help Desk roles.
- **Staffing Office/Light Industrial Combo** - A comprehensive survey to assist in determining fit for either an office/administrative or light industrial role.
- **Staffing Retail Combo** - A comprehensive retail survey to assist in determining fit for either a retail cashier or retail sales associate role.

Additional Modules Available in Above Surveys

- **COUNTER PRODUCTIVE BEHAVIORS (CPB):** - This module includes assessment of attitudes and behaviors related to theft, safety, illegal drug use, job commitment, resistance to direction and work ethic. Options are available to exclude admissions-based drug and theft questions which are prohibited in some U.S. states.
- **JOB TASK:** - Measures willingness to do a variety of related job duties. (Specific for the job.)
- **STRUCTURED INTERVIEW:** - Report format contains structured interview questions.
- **JOB SPECIFIC MATH** – In addition to the basic ability batteries available in SELECT, three job specific math modules have been developed for specific surveys. A specific Retail Math module can be added to the retail surveys (Retail Clerk/Cashier or Retail Sales Associate). Retail Manager Math can be added to the Entry Level Retail Manager or Convenience Store Manager survey. A Leasing Agent Math module can be added to the Leasing Agent survey.