



Job Fit Report

Powerful People Insights for Impact

CANDIDATE

Dolores Yates

ROLE

Customer Service Rep

CLIENT

SixWise Recruitment

DATE

02/03/2021

Introduction

Traditional recruitment focuses on identifying a candidate's "hard" skills (e.g. qualifications, experience) and matching these with the perceived requirements of a job. This is like shooting an arrow before finding the target. AbilityMap is an innovative candidate to job matching tool. It takes the guesswork out of recruitment and supports diversity by looking beyond background and hard skills to identify whether a candidate has the capabilities to be successful in a job.

AbilityMap has 3 modules. The **Job Profiler** selects and prioritises the capabilities required for high performance in a job. The **Ability Imprint** uses machine learning and behavioural assessment to identify a candidate's inherent capabilities. The **Matching Engine** finds candidates with the capabilities required for success in a specific job (as defined by the Job Profile).



Job Profiler

Selects and prioritises the capabilities required for high performance.



Matching Engine

Matches imprints against profiles and ranks candidates in order of suitability.



Ability Imprint

Scientifically identifies each candidate's inherent capabilities.

This simple but elegant solution attacks the root causes of hiring the wrong people: lack of a clear definition of the capabilities required for success, and subjectivity/bias in candidate screening. [Learn more.](#)

About this Report

The 8 capabilities required for high performance in the Customer Service Rep role were identified by Mike Erlin at SixWise Recruitment. Specifically, the Job Profiler:

- helped subject matter experts familiar with this role to objectively identify and prioritise the capabilities it requires for high performance;
- or
- identified the capabilities on which a group of existing high performers in this role scored strongly as a group.

Dolores Yates completed verbal, numerical, problem solving and personal style (EQ) assessments. Their results were converted into an Ability Imprint (competency ratings).

The Matching Engine then compared Dolores Yates's Ability Imprint against the 8 capabilities required for high performance in the Job Profile. This resulted in a rating for Dolores Yates on each of these 8 capabilities, and an overall Job Fit Score for the Customer Service Rep role.

Overall Job Fit for Customer Service Role

JOB FIT SCORE
Dolores Yates:
79% Capable

How to Interpret Job Fit Scores

80-100% Highly capable for this role, highly recommended

60-80% Capable for this role, recommended

40-60% Averagely suitable for this role, not recommended unless there is other strong evidence of their suitability

0-40% Needs development for this role, definitely not recommended

Capability Ratings

Below are Dolores Yates's ratings on the 8 capabilities required for high performance in the Customer Service Rep role. The next page describes these ratings in more detail and provides suggested interview questions.

AbilityMap Capability	Candidate's Rating
1. Showing Professionalism	Highly Capable
2. Committing to Goals	Highly Capable
3. Personal Communication	Capable
4. Building Customer Relationships	Average
5. Accepting Responsibility	Highly Capable
6. Displaying Initiative	Capable
7. Personal Selling	Average
8. Sharing Knowledge	Capable

Please note: Everyone has development needs and it is not necessary for a Candidate to score Capable or Highly Capable on every competency to be suitable for a role.

Detailed Review of Capabilities

This section describes the expected behavior and performance of Candidates achieving the same capability ratings as Dolores Yates. The following key is used:

Highly Capable • **Capable** • **Average** • **Development Need**

Expected Behavior & Performance at Dolores's Capability Rating

1. Showing Professionalism

- Thinks carefully about the likely effects on others of one's words, actions, appearance and mode of behaviour.
- Selects the words or actions most likely to have the desired effect on the individual or group in question.
- Practices good hygiene and presents an appropriate professional appearance.
- Takes actions calculated to have a positive effect on others.
- Understands how one is perceived by others.

2. Committing to Goals

- Is highly motivated to determine objectives by themselves and are driven to pursue an outcome, even in the face of many difficulties.
- Has the capacity to understand the issues involved in setting complex goals.

3. Personal Communication

- Strong ability to present oral and written information clearly and concisely, ensuring others understand their ideas. Appropriately adapts message, style, and tone to accommodate a variety of audiences. Adapts to the needs of most audiences to ensure their message is understood.

4. Building Customer Relationships

- Develops strong relationships with customers.
- Addresses disgruntled customer problems by remaining calm and professional. Follows through to resolve issues.
- Responds promptly to customer requests. Willingly works with customers to meet their needs.
- Demonstrates an understanding of customer needs.

5. Accepting Responsibility

- Always feels personally accountable for their actions.
- Exceed their commitment to others by frequently delivering work early.
- Maintains ethical principles even in the most challenging circumstances.
- Is a polished professional who exemplifies success and credibility.
- Inspires others to be more professional.
- Works whatever hours are necessary to complete assigned work.

6. Displaying Initiative

- Motivated to look for opportunities to improve systems and processes and will make improvements without instruction or help from others.
- Has the potential to think of improvements to standard and more complex systems.
- Plans ahead for upcoming problems or opportunities and takes appropriate action.
- Does more than is required or expected in the job.
- Tries new approaches when problem solving, seeking ideas or suggestions from others as appropriate.

7. Personal Selling

- Recognises sales opportunities when they arise.
- Applies their acumen and training to close sales.
- Is prepared to negotiate to close a deal, but knows the bottom line.
- Remembers to ask for the sale.

8. Sharing Knowledge

- Enhances the capabilities of the organisation by openly and effectively sharing their subject matter expertise with others.
- Shares knowledge freely and provides information to meet staff and customer needs.

Interview Questions

Below are suggested interview questions for these competencies (using the numbering above):

1. Give me an example of a time you discovered an error that been overlooked by a colleague. What did you do?
2. Tell us about a time when you anticipated the future and made changes to current responsibilities in advance.
3. Describe a time when you were able to effectively communicate a difficult or unpleasant idea to a superior.
4. Give an example of a current or recent customer or stakeholder with whom you built a great relationship? How did you build the relationship?
5. Tell me about a time when you missed an obvious solution to a problem.
6. Give me an example of when you showed initiative and took the lead.
7. Describe a time when you convinced a resistant customer to utilise your services.
8. Do you share information and knowledge with your team? Give a recent example.



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