



Call Center Simulation™



Job Match Steps

Within the area of assessment, “one size fits all” does not apply. This is why we need to determine if the Call Center Simulation and the Structured Employment Interview (SEI) assess the work activities and skills required to effectively perform as a Call Center Agent within your organization. To determine this level of “fit,” we request that you follow the simple, accurate, and efficient process (known as the Job Match process) outlined below. This process will help us determine the appropriateness of the assessments and will act as strong legal support in the event of any future challenge.

Step 1: Identify Participants

Identify individuals who have a thorough understanding of the knowledge, skills, and abilities required to perform the Call Center Agent job. These individuals can include, but are not limited to, current incumbents, supervisors of the position, trainers for the position, and/or hiring managers for the position. Although there are no absolute rules in determining the exact number of individuals required to complete the Job Match, there are several useful guidelines.

First, try to include 8-10 individuals, or a number equivalent to 10% of the Call Center Agent workforce, whichever is greater. Second, try to include individuals from various shifts, work groups, or teams. Third, if you are planning to use Call Center Simulation or SEI in more than one location, try to include individuals from all locations. By following these guidelines, you can help ensure the information collected accurately reflects the work environment of your entire organization.

Step 2: Complete and Return Job Match Surveys

Ask each of the individuals identified in Step 1 to complete a Job Match survey. These surveys should take approximately 5-10 minutes to complete and may be submitted in one of the following ways:

Via Internet. Participants may complete and submit the Job Match survey online by visiting our website at etc-easy.com/services/jobmatch/ccs.htm.

Via fax or mail. Participants may complete a copy of the Job Match survey provided. These surveys may then be returned to Employment Technologies by fax at (407) 788-1496, or by mail to the address below.

Employment Technologies Corporation
532 South New York Avenue
Winter Park, FL 32789-4242

Step 3: Discussion of Results

Once Employment Technologies receives the completed Job Match surveys, your EASY Representative will call to schedule a time to discuss the results.



Employment Technologies
CORPORATION

When Performance Counts™

532 South New York Avenue
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etc-easy.com

800-833-EASY (3279)