

Job Match Survey

e.SKILLS

Dear Participant,

This survey is being used to determine the key skills required to effectively perform the target position designated below. **The information you provide will be used for research purposes only and will remain confidential.** Information on this survey will be reported to Employment Technologies Corporation, a human resources firm. The survey will not be retained in any personnel file and should not be confused with any official personnel documents.

The survey will take less than 5 minutes to complete. Once you have completed the survey, please return it to your administrator.

Thank you for your participation.

Please check the one box that best describes the target position:

- Customer service
- Sales
- Customer service and sales
- Outbound sales
- Help desk
- Collections
- Data entry/processing
- Other (please specify) _____

Please check the box that best describes your job:

- Call Center Agent
- E-Representative
- Supervisor
- Other (please specify) _____



Instructions: Please read the definition for each skill listed below. Check the box that best describes how essential the skill is to overall job performance in the target position.

<u>Skill</u>	<u>Essential</u>	<u>Somewhat Essential</u>	<u>Not Essential</u>
Data Entry: Using a keyboard/mouse to quickly and accurately enter words and/or numbers into the appropriate fields of data entry forms or databases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Composition: Reviewing customer correspondence and resource information; writing articulate, complete, accurate, and customer-focused responses that enhance customer relationships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Typing/Keyboarding: Quickly and accurately keying text or data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please check the box that best describes the percentage of the target position covered by the skills listed above.

- 0 to 20%
- 21 to 40%
- 41 to 60%
- 61 to 80%
- 81 to 100%