



Virtual Customer 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 Virtual Customer Simulation and the Structured Employment Interview (SEI) assess the work activities and skills required to effectively perform the customer service position within your organization. To determine this level of “fit,” we request that you follow the simple, accurate, and efficient 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 customer service 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 your customer service workforce, whichever is greater. Second, try to include individuals from various shifts, work groups, or teams. Third, if you are planning to use the assessments 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 Job Match Surveys

Ask each of the individuals identified in Step 1 to complete a Job Match survey. The survey takes about 5-10 minutes to complete. Participants can complete and submit the Job Match survey online by visiting our website at:

etc-easy.com/services/jobmatch/vcs.htm.

Step 3: Discuss 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™

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