

Select Assessment for Customer Service

Your Challenge

Are these common customer service issues a problem for your organisation?

- High turnover, absenteeism, tardiness
- Diminished CRM due to employees with poor attitudes toward customer commitment
- Processing errors and slow data entry time
- Lengthy and cumbersome hiring process
- Sales quotas unmet due to ineffective influencing skills and poor client impact
- Goals unmet due to poor attitudes and conflict among employees

If you answered “Yes” to any of the above, Russell Consulting International has the solution—the **Select Assessment for Customer Service**.

Our Solution

This interactive, web-based assessment evaluates candidates for entry-level positions in contact centers, customer service, and outbound sales environments. On-screen and audio instructions guide the candidate through the assessment process, so only minimal administrative support is needed.

Benefits

The assessment measures basic competencies for customer service positions and is often one piece of a larger selection system, which may include one or more of the following options:

- *EZ App™ Recruiting* – Russell Consulting International’s fast and convenient toll-free or web-based application system.
- *SelecTrak™* - our powerful web-based applicant tracking and reporting database.
- *Select Interviewing™* - our efficient and structured behavioural based interview process.

A few of the competencies assessed include:

- Customer Commitment
- Processing Speed
- Ownership
- Quality Focus
- Interpersonal Skills
- Sales Focus

The Select Assessment for Customer Service also includes the “Risk Reliability Index”. This index measures a candidate’s propensity to engage in behaviours that may lead to negative consequences for him/herself or others related to responsible work behaviour, attendance, and organisational commitment as well as propensity toward workplace violence and other deviant behaviours.

TAKE IT FROM A CLIENT

“These assessments have been very valuable tools in our hiring process. They do a great job measuring the competencies required for our positions. We are very pleased with the associates who have been hired through this process. In addition, SelecTrak provides us with quick and accurate information on our candidates, saving us valuable time. We can process candidates with ease and make same day hiring decisions thanks to the automatic scoring features in SelecTrak. All in all, Russell Consulting International provides great products and always-responsive customer service.”

Pat Tetzlaff
Human Resources Coordinator
Strong Capital Management

“British Telecom has found these tools to be very accurate and a strong predictor of staff performance. The tools are a ‘no brainer’ and should be utilised by any company interested in hiring the right people, improving existing employee performance and driving customer satisfaction.

Chris Roberts
General Manager
British Telecom

Russell Consulting™
leadership – safety – people



To learn more about Russell Consulting International and our products and services, contact us at +61 3 9696 3166. Or visit us on the Web at www.russellconsulting.com.au. Russell Consulting International is licensed to market, sell, and implement Select International, Inc. USA products and services in Australia & Asia Pacific.