

## Select Assessment for Data Entry

### The Data Entry Dilemma

The Data Entry profile is unique in that it requires a combination of strong data processing ability, tolerance for repetition, stable personality characteristics, and a high degree of conscientiousness. Many Data Entry positions experience high turnover due to poor technical skills or poor overall job fit. Common frustrations experienced by Data Entry managers include:

- High turnover, absenteeism, tardiness
- Quotas unmet due to poor work ethic and slow processing ability
- Candidates with very fast processing time but many errors
- Negative attitudes and conflict among employee

### Our Solution

Select Assessment for Data Entry is the data driven cousin of Select Assessment for Customer Service. It is the only fully web-based, Data Entry assessment that covers both technical competence and key personality characteristics. Just as Russell Consulting International has simplified the hiring process for Customer Service Associates, we have also made it easy to assess and identify your next Data Entry team members.

There are several sections to this assessment and each section is timed. Candidates sit in a proctored test environment and engage in activities presented to them via a computer. Select Assessment for Data Entry is appropriate for positions in which conscientiousness, numeric and alphanumeric data entry, data processing, and quality focus skills are required. It is most appropriate for assessing the following types of positions:

- Data-Entry Positions
- Claims Processor Positions
- Mail Room Operators
- Payroll Clerks
- Module Processors
- Expeditor Positions

The Select Assessment for Data Entry can also be used for development of

incumbents, either as a stand-alone or paired with an Assessment of Perception (360°). A separate Developmental Report can be generated through SelecTrak.

There are eight competencies assessed in the Select Assessment for Data Entry.

- Interpersonal Skills
- Ownership
- Quality Focus
- Problem Solving
- Processing Speed
- Data Entry – Numeric Accuracy
- Data Entry – Alphanumeric Accuracy
- Data Entry – Total

The assessment also contains an aggregate measure of several of the competencies listed above. This aggregate scale is known as the “Risk Reliability Index.”

The “Risk Reliability Index” provides information about a candidate’s propensity toward engaging in behaviours that may lead to negative consequences to the self or others. This scale includes a number of self-report items that, when combined into a single scale, are related to responsible work behaviour, attendance/ punctuality, and organisational commitment.



## The Assessment Looks Like the Job

Candidates are asked to perform a variety of numeric and alphanumeric data entry tasks designed to replicate typical job activities. In addition, they are evaluated on key personality and job fit competencies to ensure that they have the appropriate work ethic and job fit characteristics. The resulting profile ensures that you hire candidates who have both the ability and desire to perform the job.

**Numeric / Alphanumeric Data Entry** Time Remaining ▶ Screen 1 of 4

**Instructions**

In this section you type data from a laminated page. Each page has 5 columns and 40 rows. Place the page next to you at this time. If you do not have a page, see the administrator.

Enter numeric and alphanumeric information from **left to right** across the screen. You move from one box to next by hitting the **Enter** key.

The first row of data is shaded gray. Enter all information from this row and then move to the next row (unshaded) and so on. The information is entered in the following order, Vendor Number, Amount, Invoice Number, Reference Number, and Voucher Number. When typing the dollar amounts, **DO NOT** type the dollar signs, commas, or decimals. **DO NOT** use the **Shift** or **Caps Lock** key when typing alpha characters. The system automatically enters them as capital letters. Use the **Backspace** and **Delete** keys to change what you typed. Once you hit the **Enter** key, you cannot change what you typed. *(Same as previous page)*

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	Vendor Number	Amount	Invoice Number	Reference Number	Voucher Number
1.		\$ -			
2.		\$ -			
3.		\$ -			
4.		\$ -			
5.		\$ -			
6.		\$ -			
7.		\$ -			
8.		\$ -			
9.		\$ -			
10.		\$ -			

**Magazine Payment Entry** Time Remaining ▶ Screen 1 of 15

**Instructions**

In this section there is magazine payment information on the top of the screen. On the bottom of the screen there are boxes where you must fill in the appropriate payment information. All of the information you need is in on the screen. Move from one box to the next by hitting the **Enter** key.

There are 15 different magazine payments that need to be typed into the system. You have 10 minutes to complete this section.

**DO NOT** type the dollar signs, commas, or decimals. **DO NOT** use the **Shift** or **CapsLock** key when typing alpha characters. The system automatically enters them as capital letters. Use the **Backspace** and **Delete** keys to change what you typed. Once you hit the **Enter** key, you cannot change what you typed. *(Same as previous page)*

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