



STANDARD VOCATIONAL PROFILE

Last Name: Doe
First Name: John
Organization: ABC Corporation
Location: Chicago, ILL
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CUSTOMER SERVICE: VOCATIONAL CHARACTERISTICS

These individuals develop competencies in the area of human relations such as interpersonal and educational skills and efficacy, and less in manual and technical areas. They are usually characterized by their preference for social occupations and situations in which they can engage in their preferred activities and areas of strong competencies and efficiency, and on the other hand, avoid the activities which are normally demanded by realistic occupations and situations. They may perform well hiring new employees for the company, provide employee assistance services, and do volunteer work. They may exhibit a preference for a team-oriented work culture. However, being comfortable interacting with people, they may also manifest excellent people skills in one-to-one situations solving problems and diffusing interpersonal conflicts. They tend to be supportive of others, methodical in their approaches, and are successful in reaching designated goals through careful planning, consistency, and discipline.

CUSTOMER SERVICE: DESIRABLE TRAITS, INTERPERSONAL SKILLS, AND DOMAINS OF VOCATIONAL EFFICACY

- dealing with people;
- good memory for customer- and product- specific details
- language proficiency;
- openness and communication;
- courtesy and politeness even in stressful situations;
- consistency, orderliness and predictability;
- conscientiousness;
- perseverance;
- making judgments and decisions within specific time frames;;
- use of creativity in solving problems;
- performing a variety of duties;
- willingness to perform repetitive, short cycle work when needed;
- demonstrate effectiveness in working with other people;
- participate as a member of a team;
- teach others;
- willingness to serve clients/customers;

- exercise leadership when required;
- negotiate to arrive at a decision;
- bias-free approach to work with culturally diversified customer base;
- understand how social, organizational, and technological systems work and operate effectively within them;
- understand systems;
- monitor and correct own performance;
- improve and design systems;
- creative thinking;
- decision making;
- identify a problem and its possible causes;
- devise and implement a solution to an identified problem;
- evaluate the outcome of an implemented solution and suggest modifications to the solution as needed;
- utilize problem solving strategies, such as breaking down the problem into component parts and generating alternative or creative solutions;

CUSTOMER SERVICE: COMMON TASKS WHICH MAY BE REQUIRED TO BE PERFORMED

With People:

- attending to the needs or requests of people or animals or the expressed or implicit wishes of people; immediate response is usually required;

With Data:

- examining and evaluating data and situations; presenting alternative actions in relation to the evaluation;
- judging the readily observable functional, structural, or compositional characteristics of data, people, or things;

EMPLOYABILITY DETERRENTS

JOB STABILITY:	Below Par
WORK ETHICS:	Average
WORK CONSISTENCY:	Good
SITUATIONAL CONTROL:	Below Par
WORK ENVIRONMENT RESILIENCE:	Low
GENERAL CONDUCT:	Below Par
INTERPERSONAL BEHAVIOR:	Marginal
LOCUS OF CONTROL:	External
EMOTIONAL STABILITY:	Marginal
SUBSTANCE USE:	Indicated
LEGAL INVOLVEMENTS:	Indicated

CRITICAL ITEMS

- True - My moods often go up and down.
- False - Repetitive jobs do not bother me.
- False - I usually keep the same job at least five years.
- True - I do not like my authority challenged at work, nor in my personal life.
- True - I had a few confrontations with coworkers.
- True - I seldom expect things to go right.
- True - I resigned once instead of getting fired.
- True - When the job becomes too boring, it is time for me to move on.
- True - People always expect too much from me.
- True - I pursued many different careers in my life.
- True - I had many dead end jobs.
- True - I quit a job several times without a notice.
- True - Being polite toward angry people means giving to them.
- True - Ends justify the means.
- False - If I do not have an immediate answer, I always call a person back when I do.
- False - I never had conflicts with coworkers.
- False - I am willing to work without benefits.
- True - Time spent with a customer on the phone should never exceed 10 minutes.
- True - It is my life and I do what I want.
- True - I am right most of the time.
- True - Low level jobs are only stepping stones for something better.
- True - I am OK when people leave me alone.
- True - My moods are a problem at times.
- True - Most things are beyond my control.
- True - I do not tolerate dull and boring jobs for very long.
- False - I have a history of steady and successful employment.
- True - I prefer not to deal with angry and rude customers.
- False - I have never offended my supervisors.
- True - I get easily distracted when people are talking around me.
- True - When I am upset, I cannot concentrate very well.
- True - Sometimes I make decisions too quickly.
- True - At times, my temper gets out of control.
- False - I have never tried, experimented with, or used cocaine.
- True - I avoid unpleasant situations at all costs.
- False - I do not have a criminal record.