

Candidate: Betty Penske

Assessment: Collections Specialist (Spanish)

Completed: May 7, 2024 Prepared for: Susan Bookman

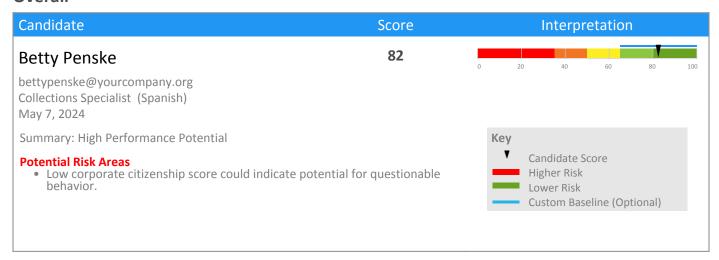
HR Avatar Data Collection Account

Test Results and Interview Guide

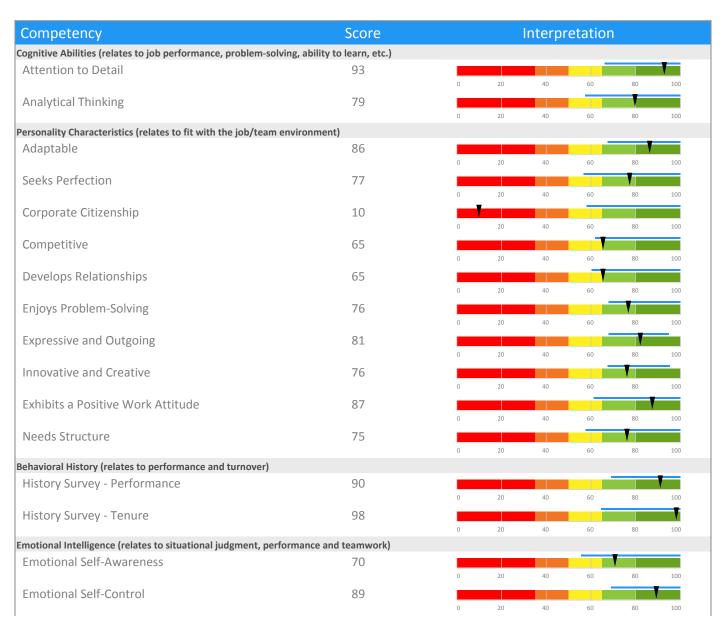
The Collections Specialist (Spanish) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.



Overall



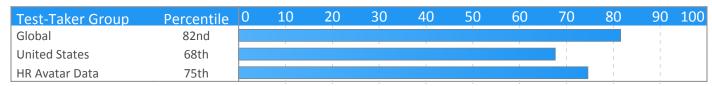
Competency Summary





Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.





Assessment Overview

This assessment provides scores for a number of important factors and competencies that are related to success on the job. Scores are presented based on their potential impact on job performance.

Scores are presented individually on a scale of 0-100. In most cases, including the overall score, higher scores represent higher expected job performance. However, for some competencies, either extreme low or extreme high scores indicate a risk of lower performance. Refer to the interpretation section of each competency for additional information.

Individual competency scores are also combined into a single overall score. Please note that individual competencies are weighted differently, depending on their type, and on fine adjustments based on data from the US Government's Occupational Data Network (O*Net).

Each competency measured includes one or more suggested interview questions, in an easy-to-use format. These questions should be used for additional probing, especially when the score shows an area of relative weakness.

Some of the competencies measured evaluate preferences for doing (or not doing) specific activities. Scores for these competencies can be used to evaluate job-fit.

We wish to emphasize that the data contained in this report should be used as part of a comprehensive process for evaluating job candidates. Additional data should include in-person interviews, job tryouts, resume review, and background checks.

Detail

Candidate: Betty Penske, bettypenske@yourcompany.org

Assessment: Collections Specialist (Spanish)

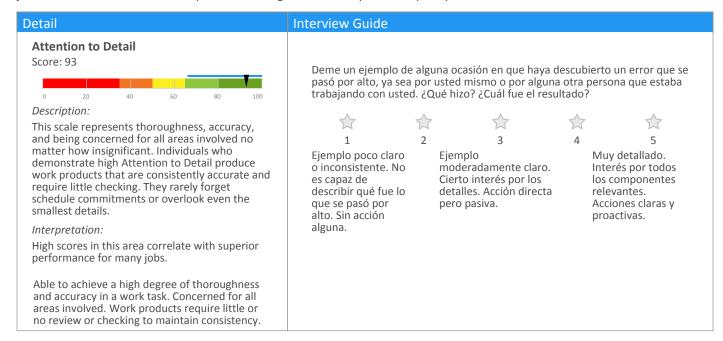
Authorized: May 7, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz

Started: May 7, 2024, 9:19:45AM EST Completed: May 7, 2024, 9:19:45AM EST

Overall Score: 82

Cognitive Abilities Detail

This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using HR Avatar's simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the ability to learn quickly.





Analytical Thinking Score: 79

Description:

This scale indicates the capacity to think in a thoughtful, discerning way, to solve problems, utilize resources, and analyze data. Individuals who demonstrate high amounts of analytical thinking are able to recognize patterns rapidly, navigate through problems, and resolve difficult problems systematically.

Interpretation:

Detail

Strong scores in this area correlate with above average performance for many jobs.

Usually able to think in a thoughtful, discerning way. Capable of solving difficult problems, planning many-featured tasks and projects, organizing multiple resources, and analyzing complex data with only occasional assistance. Usually able to quickly recall and use information when needed or appropriate.

Interview Guide

Hábleme de algún problema, situación o tarea de planeación compleja que haya tenido que enfrentar. ¿Cuáles fueron los retos y cómo los superó?



El ejemplo carece de complejidad. La búsqueda de información es limitada, quizás falte análisis, las acciones no son claras, no son relevantes o son banales.



El ejemplo es moderadamente complejo. Muestra algo de pensamiento analítico y resolución de problemas. Las acciones pueden estar mezcladas o tener una efectividad limitada.

3



5

El ejemplo muestra complejidad. Investigación meticulosa de todas las áreas que pudiesen afectar la decisión. Las acciones son claras, relevantes y eficaces.

Personality Characteristics Detail

This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.

Interview Guide

Adaptable Score: 86 Would you rather work in a job where the work is predictable or one where activities are constantly changing? Why? Description: This scale reflects how accepting a person is of 1 frequent or substantial changes in his or her job Resistant and fearful of Comfortable with Becomes paralyzed requirements. Changing work requirements by change. Or change, or appears to change, though usually cause stress and put pressure on an disregards the feels some stress or live for change. individual to adapt. High scorers usually thrive change and anxiety. Usually under changing work conditions, while low continues same able to stav scorers may burn out or become paralyzed. path. focused. Interpretation: The candidate's score in this area should contribute to enhanced overall job performance. Describe a time at work or school when things were changing so fast it was Thrives on change. Sees self as very flexible and hard to stay focused. How did you adjust to it? easy-going. Able to roll with the punches during periods of unexpected organizational change. W 3

Enjoyed the chaos

of fast change.

disinterested or

waited for things to calm down.

negative and

Became

Did best but felt

work effectively.

paralyzed and unable to

Experienced higher

anxiety but tried to

deal with changes

in a positive way.

Stayed focused.



Detail

Seeks Perfection

Score: 77



Description:

This scale indicates a person's desire for accuracy. People with high perfection scores are committed to meeting or exceeding standards for quality and take pride in the accuracy of their work. People with too little perfectionism may be sloppy and unconcerned with quality.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Seeks the highest possible quality in almost every task. Willing to put in extra effort or resources to ensure a task is done correctly. Takes pride in producing work that is virtually perfect every time.

Interview Guide

Can you describe a time when you were trying to finish a project or task but your boss made you stop before you felt it was ready?











Frequently cut short by boss because standards are too high.

Sometimes cut short but not often.

Rarely cut off because has a good sense of what is good enough.

When you perform a task, how do you decide when it's good enough to consider it completed or 'ready' for the customer?











No emphasis on quality.

Balances quality with other constraints.

Insists on a high degree of quality before releasing work.

Corporate Citizenship

Score: 10



Description:

This scale indicates the degree to which an individual's behavior embraces the spirit of an organization's mission, objectives, and strategy. High scorers project an attitude characterized by cooperation, trust, and openness. Low scorers often question the motives behind decisions. They may withhold information, display hostility, be defensive, or do just enough to get by.

Interpretation:

The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.

Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies.

How do you feel about being part of an organization? Do you think most organizations have their employees' best interests at heart or do you have to always watch out for yourself?



organizational

motives. Feels the

need to look out

Distrusts

for self.







but is wary of being

taken advantage of.





Embraces organizational membership. Believes in organizational mission.



Detail

Competitive

Score: 65



Description:

This scale indicates the degree to which an individual is driven by a desire to impress their leaders and exceed their peers. Being competitive can either be damaging or useful, depending on the job. Competitive people spend much of their time thinking about themselves and the impact decisions may have on them, and their actions are often guided by these thoughts, which can either provide the drive needed to achieve a goal, or can damage the ability of a team to work together. In general, high scorers perform well in sales and related jobs.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Motivated by challenging goals, financial rewared, and/or recognition, and willing to work hard to succeed. Focused on personal achievement.

Interview Guide

Would you describe yourself as competitive? Can you give me an example?



others.

Non-competitive example, or doesn't show any consideration for



Example unclear. Doesn't address impact on others.

3



Competitive example that demonstrates drive and shows consideration of others.

5

Describe a time when you had to place accomplishing your objectives above supporting your team. Why do you think it was justified?



1 Justified for selfish or personal reasons. Shows little remorse for failing to support

team.



Shows remorse and feels action was a mistake.

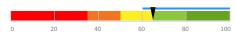


Clearly justified or was forced to do so by superiors. Strongly regrets and wishes could change.

5

Develops Relationships

Score: 65



Description:

This scale indicates a person's desire to cultivate relationships. High scorers seek opportunities to meet new people and get to know them well enough to form a lasting relationship. Low scorers tend to minimize interacting with people they don't know.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Actively cultivates relationships. Comfortable meeting new people and sensitive to how others feel. Maintains a broad social network, and uses it to achieve work objectives.

Describe your ideal job. Would it include working closely with others or would you prefer working mostly by yourself?

or is necessary.



Prefers to work

alone.



Cultivates relationships when opportunity arises



Enjoys cultivating relationships. Finds teamwork

constructive.

Can you describe a time when you had to choose between getting the job done or preserving a relationship with a friend or co-worker?



1

Places relationship above the work objectives in all or most cases.



3 Sometimes struggles between work and relationships, but usually balances well.



Focuses on getting the job done but makes an effort not to hurt relationships.

W

5



Enjoys Problem-Solving

Score: 76

Description:

Detail



This scales represents a person's willingness to deal with complicated problems on a frequent or recurring basis. People with high scores prefer jobs that require mental challenge. Individuals with low scores may be intimidated when faced with complex or even simple issues on a regular basis. When jobs are routine or repetitive, people with low scores are usually a better fit.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Usually willing to analyze and formulate solutions to complex problems. Fairly confident in own ability to develop effective solutions. Sees frequent problem-solving as a core part of his or her job description, though may require prompting to take on a particularly difficult issue.

Interview Guide

Describe some of the biggest on-the-job problems you have faced. How did you overcome them? How did you know they were solved?



Problems poorly

described and

actions taken

unclear.









Moderately complex problems. Simple or obvious actions taken. Described one or more complex problems. Actions taken are clear and relevant.

Expressive and Outgoing

Score: 81



Description:

There are many jobs that require outgoing personalities, such as selling, management, public relations, or jobs that require positive public contact. People who score high on expressiveness label themselves as outgoing and have many social contacts. Low scores indicate the person may not have the interest or willingness to assert themselves in social settings.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Likes to be the center of attention and freely asserts thoughts, ideas, and opinions among friends and strangers alike.

Can you describe a time when you worried you were being too forthright or outspoken during a discussion among your friends or co-workers?











Frequently worries because always seems to be the most active.

Occasionally worries but not very often.

Rarely worries because knows when to back off beforehand.

Tell me how you've acted in group meetings when you're discussing an important issue. Do you participate in the discussion, lead it, or wait until someone asks for your opinion?



with others.

Timidly speaks

Prefers listening.













Passive in actions Speaks up and speaks out but doesn't need to be center of attention. when addressed.

Likes to be center of attention. Speaks confidently and volunteers opinions constructively.



Detail **Innovative and Creative**

Score: 76



Description:

This scale indicates the degree to which the person considers themselves capable of formulating original approaches to problems and other work challenges. Individuals who score high on this scale are comfortable with jobs that require them to analyze situations and/or data, and use their imagination to identify alternative approaches to evaluate each to select the most effective solution. Lower scoring individuals prefer to follow a more cookie-cutter or predefined approach to dealing with a specific problem. When organizations expect their people to continually generate new and better ways of producing work, it is a good idea to hire people who share this interest.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Sees him or herself as moderately creative. Capable of generating novel or original solutions to issues or problems with a small amount of prompting. Confident in the use of his or her

Interview Guide

What is the most creative solution you have ever come up with? What were the circumstances, and why do you think it was creative?



Idea does not demonstrate creativity or is not related to the problem. No problem described.



3 Moderately creative idea or only partially related to problem.



5 Both problem and use of creativity well described and related to one

another.

imagination.

Exhibits a Positive Work Attitude

Score: 87



Description:

For some people, work is a second-place activity. That is, given a decision to take either personal time or go to work, low scorers will choose time off. Low job priority could indicate a 9 to 5 mentality.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Expects to receive both financial and personal rewards in exchange for applying his or her best energies to the job. Enjoys working. Trusts the organization to help career.

How do you feel having a regular job and going to work? Is it something you enjoy? Why or why not?



Views work as a means of income only. Does not enjoy. Does not care about professional

reputation.



Likes work but doesn't truly enjoy it. Balances priority and energy with other obligations.

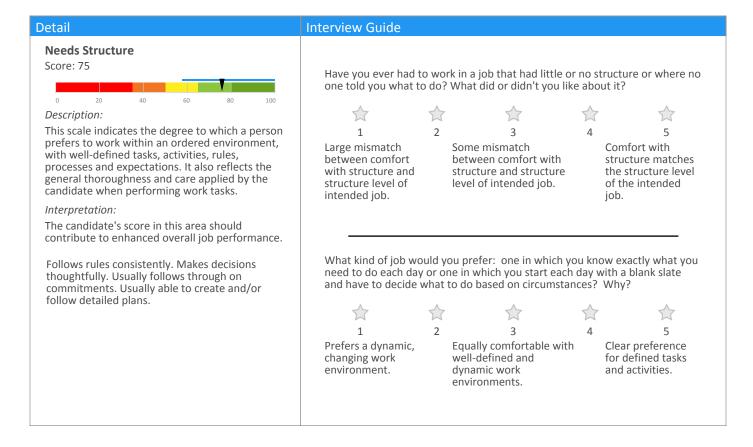


Considers work a key priority in life. Enjoys working and always applies best energy. Takes pride

in work reputation.

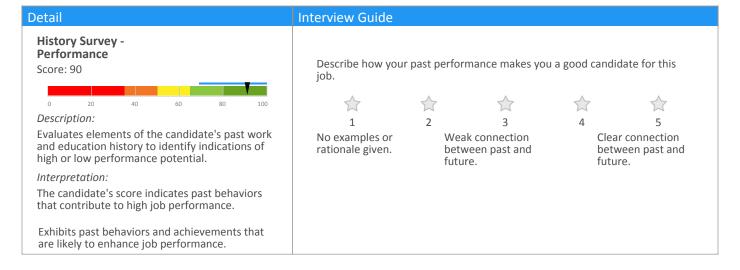
W



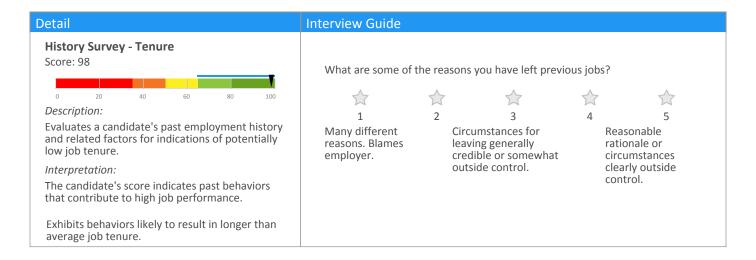


Behavioral History Detail

This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate"s past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

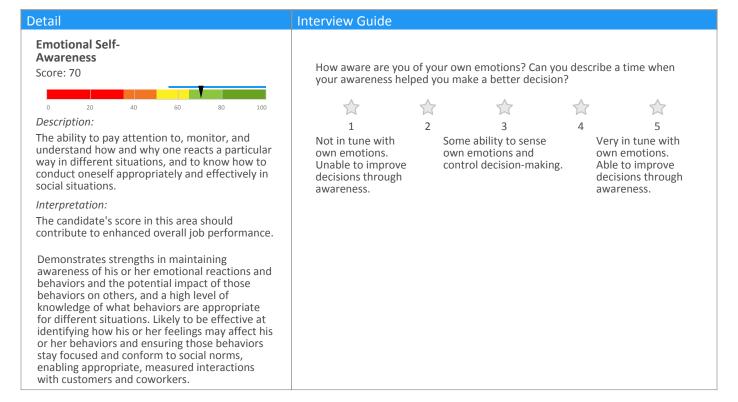






Emotional Intelligence Detail

This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.





Detail

Emotional Self-Control

Score: 89



Description:

The ability to manage the desire to satisfy urges or impulses, showing restraint and managing behaviors to ensure appropriate and effective interactions with others.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Demonstrates exceptional strengths in self control and impulse control, enabling very strong ability to employ a balanced approach to managing risk, maintain composure during stressful times, and calmly relate to others at work. Likely to be very effective at prioritizing and staying focused on long-term goals, and to interact with others in a way that helps build lasting relationships.

Interview Guide

Are you able to control your own actions when you become emotional? Can you give me an example of how using self-control helped at work or school?











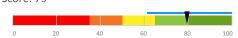
Unable to control self when emotions kick in.

Some ability to resist impulses caused by emotions and apply to work situations.

Able to detect own emotions and control reactions in work or business situations.

Empathy

Score: 79



Description:

The ability to sense and understand other people's feelings, feel sympathy for others, and see things from other people's point of view.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

Demonstrates strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be effective at demonstrating to customers or coworkers that they understand and care about them, resulting in improved customer loyalty, stronger work relationships, and reduced levels of conflict in the workplace.

Are you good at relating to the feelings of others? Can you give me an example of how this helped you navigate a difficult situation at work or at school?



Not able to sense

Unable to provide

how others feel.

example.







Some ability to sense how others feel. Example shows some ability to use senses at work.





Able to relate to others and sense how they feel. Example shows can easily apply senses at work.



Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

Photo Analysis Results				
- Risk:	Medium risk of cheating based on image inconsistencies			
- Percent match among processed faces	100%			
- Total images processed	17			
- Total images with valid faces	14 (82%)			
- Total pairs of faces compared	13			
- Pairs in which faces matched	13 (100%)			









Pre/Post-Test Photo

ID Photo

In-Test Error Detected (No Face Detected)

In-Test Error Detected (No Face Detected)











In-Test Error Detected (No Face Detected)

In-Test Photo

In-Test Photo

In-Test Photo





In-Test Photo

Pre/Post-Test Photo

Minimum Qualification Guidelines - from O*Net

The following are suggestions from O*Net, the United States government's occupational information network, regarding prerequisites for this job type.

Item	
Educational Achievement	High School
Job-Related Training	Less than 6 Months
Job-Related Experience	Less Than 1 Year



Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the
 assessment is scored. As additional instances are completed, the comparative data may change. You can always update a
 report to the current values by clicking on "Recalculate Percentiles" within the online results viewing pages at
 www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- This assessment makes use of data from the Occupational Information Network (O*NET), which is funded by the U.S. Federal Government U.S. Department of Labor/Employment and Training Administration (USDOL/ETA) as a primary source of occupational information. The O*NET database contains information on hundreds of standardized and occupation-specific descriptors that are continually updated by ongoing research. These data are used in preparing descriptive information as well as setting relative weights between competencies used in calculating the overall score. For additional information about O*NET, visit http://www.onetcenter.org.
- O*Net Standard Occupational Code (SOC) Used: 43-3011.00
- O*Net Version: 26.3
- Sim ID: 927-6, Key: 0-0, Rpt: 13, Prd: 388, Created: 2024-05-07 14:19 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko



Score Calculation Detail

The following table provides a summary of how the overall score was calculated from the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Adaptable	86.0985	Z-Statistic	1.4066	3.3566
Attention to Detail	93.0660	Z-Statistic	1.8711	19.3990
Emotional Self- Awareness	70.4517	Z-Statistic	0.3634	3.5202
Emotional Self-Control	89.2931	Z-Statistic	1.6195	3.5202
Seeks Perfection	77.2648	Z-Statistic	0.8177	3.7909
Corporate Citizenship	10.0000	Z-Statistic	-3.6667	3.4207
Competitive	65.5431	Z-Statistic	0.0362	3.6211
Develops Relationships	65.0999	Z-Statistic	0.0067	2.5141
Enjoys Problem-Solving	76.6852	Z-Statistic	0.7790	3.3941
Empathy	79.7710	Z-Statistic	0.9847	2.5337
History Survey - Performance	90.7859	Z-Statistic	1.7191	10.8312
History Survey - Tenure	98.3645	Z-Statistic	2.2243	10.8312
Expressive and Outgoing	81.9001	Z-Statistic	1.1267	2.9656
Innovative and Creative	76.3392	Z-Statistic	0.7559	2.1719
Exhibits a Positive Work Attitude	87.1718	Z-Statistic	1.4781	3.6685
Analytical Thinking	79.5346	Z-Statistic	0.9690	16.6700
Needs Structure	75.9893	Z-Statistic	0.7326	3.7909
Weighted Average of Cor	1.1589			
Mean applied to Raw We	0.0000			
Standard Deviation applie	1.0000			
Normalized Raw Score:	1.1589			
Mean:	65.0000			
Standard Deviation Used	15.0000			
Final Overall Score:	82.3834			



Notes

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