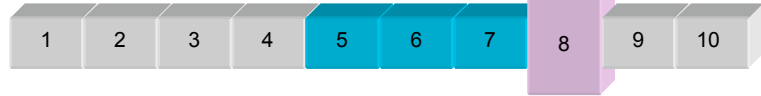


Customer Service Profile

Program Assistant

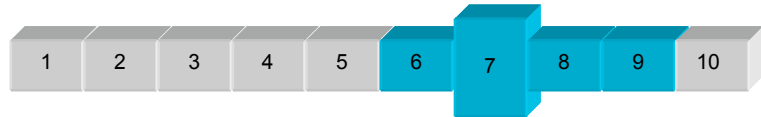
Behaviors

Trust – Believes others are honorable



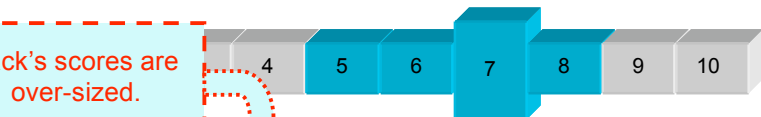
The highlighted areas are the “target”.

Tact – Makes declarations without offense

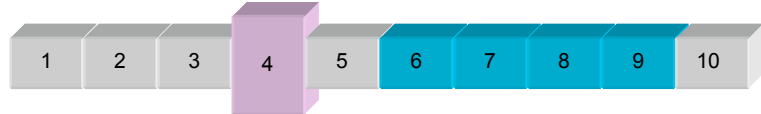


Empathy – Understands others’ problems

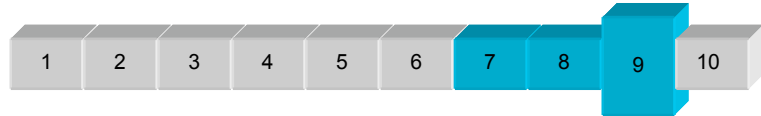
Jack’s scores are over-sized.



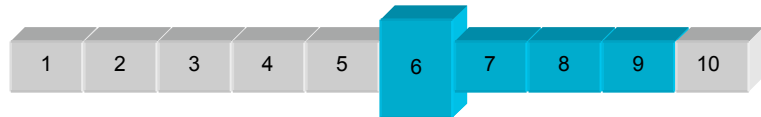
Conformity – Obeys rules & authorities



Focus – Staying “on task”

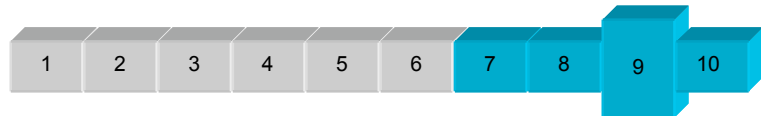


Flexibility – Embraces new approaches

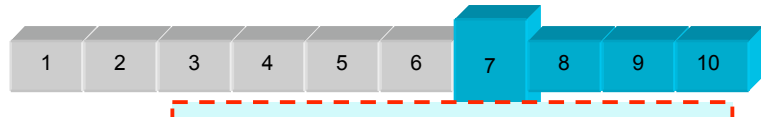


Proficiencies

Vocabulary – Word usage



Numerical – Basic math ability



Jack should do very well. (Matches of 85% and better predict strong performers.)

Job Match



87%