

COMPETENCIES

Customer Support

OVERVIEW

This report presents results regarding the candidate's natural tendency to succeed in core competencies related to the role. These results are based on an assessment of the candidate's personality. They provide insight into innate characteristics not easily observed from interviews, simulations, or other assessments.

Listening to Others

Listens and restates the ideas and opinions of others to improve mutual understanding.



Customer Focus

Provides courteous, timely, and helpful service to encourage client loyalty.



Professionalism

Acts in accordance with job-related values, principles, and standards.



Overcoming Obstacles

Pursues goals and strategies despite discouragement or opposition.



Leveraging People Skills

Gets along well with others, is tactful, and behaves appropriately in social situations.



Positive Attitude

Displays a positive disposition towards work.



Handling Stress

Manages pressure without getting upset, moody, or anxious.



Relationship Building

Develops collaborative relationships to facilitate current and future objectives.



Overall Score

