

COMPARABILITY PROCESS

FOR

ACCUVISION OFFICE SUCCESS SKILLS SYSTEM

The Office Success Skills (SCS) System is a process for measuring a participant's skills necessary to succeed across a variety of office support (secretarial/clerical) positions. When information from the system will be used to make selection decisions, it is important to ensure that the test will provide valid information for the jobs in question. This form is designed to measure the similarity of the job(s) you intend to use the test for relative to the jobs on which the test was originally validated. Given a sufficient amount of similarity, the test will provide a valid measure of participants' secretarial and clerical skills and abilities, and information from the test can be incorporated into selection decisions.

To assess the similarity of activities, it is suggested that a Comparability Form be completed. It should be completed using the following process.

- Assemble 2-3 individuals who are extremely familiar with the job for which the test is to be used.
- Have the group review and discuss the first activity on the Comparability Form. The discussion should center on whether or not the work activity on the form is actually performed in the job for which the test is to be used. If the answer is "yes", a check should be placed in the blank to the left of the statement. (If the group is comprised of only two people, both must agree on the tasks relevance for it to be checked. If the group is made up of more than two people, the majority of the group must agree on the tasks relevance.)
- Each statement on the form should be reviewed and processed in like manner.
- After all statements have been discussed and evaluated, tally the number of checked statements.
- If the number of checked statements is **14 or more**, significant similarity exists between the job(s) you intend to use the test for and the jobs on which the test was originally validated and therefore, the test will provide a valid measure of participants' secretarial and clerical skills and abilities.

COMPARABILITY PROCESS

FOR

ACCUVISION OFFICE SUCCESS SKILLS SYSTEM

Comparability Form

<i>Names of group members</i>	<i>Titles</i>
_____	_____
_____	_____
_____	_____

<i>Job/job family for which evaluation is being made</i>

<i>Date</i>

COMPARABILITY PROCESS

FOR

ACCUVISION OFFICE SUCCESS SKILLS SYSTEM

- ___ 1. Initiates action on problems/requests, rather than simply referring same to supervisor/manager.
- ___ 2. Appropriately maintains confidentiality of information.
- ___ 3. Effectively screens calls/appointments for superior or other personnel (e.g., determines relative importance/urgency, avoids having superior interrupted unless necessary, effectively performs “gate-keeping” function for other personnel, etc.).
- ___ 4. Provides clear and specific work directions to others.
- ___ 5. Effectively deals with irate or angry persons.
- ___ 6. Effectively seeks clarification or guidance from others regarding own assigned work tasks (e.g., asks clarifying questions to insure full understanding of what’s required, clarifies deadlines and expectations, etc.)
- ___ 7. Effectively takes notes for future reference and/or communication to others.
- ___ 8. Effectively proofreads written materials prepared/typed by self.
- ___ 9. Effectively establishes priorities for own work activities.
- ___ 10. Accurately assesses the political implications of situations involving self or superior.
- ___ 11. Responds appropriately to the political implications of situations involving self or superior.
- ___ 12. Displays a positive “customer service” attitude when dealing with others, regardless of their level or status.
- ___ 13. Willingly handles problems/tasks that are not own direct responsibility (e.g., refrains from taking a “not-my-job” posture; is proactive in responding to problems, rather than simply passing them to others; is self-directive; etc.)
- ___ 14. Presents a positive image of superiors to others (e.g., “covers” for superior, etc.)

COMPARABILITY PROCESS

FOR

ACCUVISION OFFICE SUCCESS SKILLS SYSTEM

- ___ 15. Effectively proofreads written materials prepared by others.
- ___ 16. Reads and comprehends written information (e.g., memos, letter, procedural documents, written instructions, etc.)
- ___ 17. Accurately identifies inefficient/ineffective work procedures and/or work areas where improvement can be made.
- ___ 18. Accurately performs numeric calculations (e.g., compiles travel expenses, keeps accurate petty cash records, etc.)
- ___ 19. Carefully reviews and scrutinizes own work (e.g., attends to detail, avoids “careless” mistakes/errors, etc.)
- ___ 20. Effectively communicates information from one party to another.
- ___ 21. Responds sensitively to the needs and feelings of others.
- ___ 22. Understands and remembers verbal instructions/directions.
- ___ 23. Displays appropriate assertiveness when interacting with others.
- ___ 24. Generates sound and logical solutions for dealing with problems/unexpected occurrences.
- ___ 25. Accurately determines which problems/issues should be handled by self, versus those that should be referred to supervisor/manager.
- ___ 26. Routes incoming calls/requests to appropriate parties (i.e.. knows to whom certain types of calls/requests should be routed, etc.)
- ___ 27. Develops quality solutions for improving efficiency/effectiveness of own work activities.