

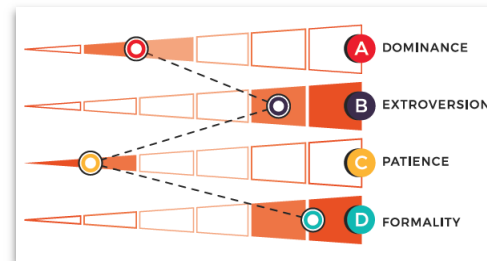
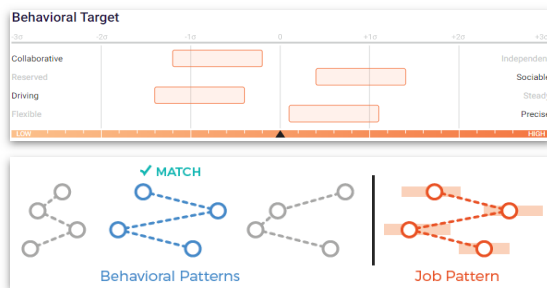


The PI Job Assessment

Ensure agreement on the performance requirements of a role—so you know you're ready to hire.

The PI Job Assessment is a diagnostic tool that quickly and objectively evaluates agreement around the daily activities of a role in your organization and establishes an agreed-upon standard of excellence for use in selection and coaching.

Send the PI Job Assessment to 3-5 people who know a job exceptionally well, then examine and compile their responses.



Job Target Profile

Customer Service

LOOKING FOR

- Altruist**: An Altruist is congenial and cooperative with an efficient, precise work ethic. [Learn More](#)
- Promoter**: A Promoter is a casual, uninhibited, and persuasive extrovert with a tendency for informality. [Learn More](#)
- Persuader**: A Persuader is a risk-taking, socially poised and motivating team builder. [Learn More](#)

THEY

Will be	Will need
Outgoing	Opportunities to interact
People oriented	Social acceptance
Persuasive	Opportunities to influence

Will Like Hearing

- Lead the conversation
- Explore new frontiers
- Be a valued member of our team
- Build positive and collaborative relationships

NOTEWORTHY BEHAVIORS

Quick to connect	People-oriented
Fluent	Empathetic
Fast-talking	Persuasive
Lively	Sociable
Enthusiastic	Service oriented

SUMMARY

The focus of this position is working with and through others, building and maintaining relationships, and working closely and accurately within established guidelines. There is a need for an effective communicator, someone who is able to stimulate and motivate others while being aware of and responsive to their needs and concerns. There will be many different people to meet and work with. The person in this position must be friendly and genuinely interested in the business, agenda, and needs of others, including the company, its management, the team, the company's customers, or all of the above. A persuasive, teaching style of communication is required to communicate the company's policies, programs, and systems. A faster-than-average pace will be the norm for this position. Detail work is a major focus of the job, and those details need to be handled quickly, correctly, and efficiently. This portion of the work will often focus on relationships with others; correct handling of details dealing with others is necessary to maintain and grow relationships. If the job involves managing others, following up carefully, closely, and cheerfully is required to ensure both correct work and maintenance of the relationships. Necessary corrections must be made in a constructive, supportive manner. As time is usually a factor, the work must be done on time, as well as correctly. In general, this is a position where guidelines, structure, and established policies must be followed fairly closely, while working with and for others.

JOB CHARACTERISTICS

- Each day different from the next, especially in personal interactions Fast-paced environment Multiple projects going simultaneously
- Very socially-focused, requires "how can I help you?" attitude Lots of attention spent on building and maintaining relationships, especially where helping, not pressuring, others fosters the relationship
- Adherence to established guidelines and procedures is important Important to involve others in the decision-making, there is a need to build consensus rather than make decisions alone
- Open, flowing communication is important Position requires working with and through others, especially in a helping role There is a need for a persuasive, "selling" (rather than "telling") communication style
- Team environment: leader must be willing to jump in and roll up his/her sleeves to help out when necessary Need someone who leads by example, with first-hand knowledge of area of expertise Strong, friendly follow-up necessary on tasks delegated to ensure proper results

For PI Masters

The Behavioral Target chart for 'For PI Masters' shows a scale from -30 to +30. On the left are Collaborative, Reserved, Driving, and Flexible. On the right are Independent, Sociable, Steady, and Precise. A target line is drawn at approximately +10. Below the chart, the text 'Become a PI Master' is displayed.

COGNITIVE TARGET

1st 50th 99th

What Does The PI Job Assessment Measure?

It measures the behavioral and cognitive requirements of any position, including the competencies or cultural nuances unique to how that job is performed in your organization. By tapping into the expertise of those hiring or managing the role, the characteristics essential for successful performance are identified. Once that benchmark has been established, you're positioned to attract and hire candidates that fit those characteristics and then manage them to greatness.

The 10-minute checklist asks 3-5 respondents to choose from a detailed list of duties and responsibilities. Their responses are examined for consistency, then compiled into a final job target. Candidate and employee PI results are compared back to this target, providing a scientifically valid data point to assist in making the best decision about who to hire or promote.