



DDI SKILLS TESTS

CLERICAL OFFICE

TESTS TO EVALUATE STANDARD ADMINISTRATIVE SKILLS

When hiring for office and administrative positions, it can be easy to overlook the assessment of foundational skills until the candidate is already on the job.

Clerical Office Assessments* provide the highest quality tests, test content and test development tools to measure essential office and clerical skills.

Our comprehensive tests enable you to:

- > Test job applicants for spelling, grammar, vocabulary and math skills.
- > Assess typing, data entry, ten key and audio transcription skills.
- > Measure telephone, secretarial, reception and office management skills.
- > Assess filing, checking and coding skills.
- > Determine whether job applicants have the clerical skills required for success in specific industries.
- > Have candidates perform tasks any way the actual software allows.
- > Test all versions of Microsoft Office.

AVAILABLE TESTS

SkillCheck Clerical Office Professional Plus

- > Audio Transcription
- > Customer Service
- > Data Entry Test–Alphanumeric
- > Data Entry Test–Numeric
- > Letter Setup
- > Office Manager Skills
- > Proofreading
- > Reading Comprehension
- > Receptionist Skills
- > Secretarial Skills
- > Shorthand (Audio)
- > Telephone Skills
- > Telephone Message Taking
- > Ten Key
- > Typing Test

SkillCheck Clerical Office Professional

- > Audio Transcription
- > Checking–Standard
- > Coding–Standard
- > Customer Service
- > Data Entry Test–Alphanumeric
- > Data Entry Test–Numeric
- > Filing–Standard
- > Letter Setup
- > Math–General

- > Office Manager Skills
- > Proofreading
- > Reading Comprehension
- > Receptionist Skills
- > Secretarial Skills
- > Shorthand (Audio)
- > Spelling–Business
- > Spelling–General
- > Telephone Skills
- > Telephone Message Taking
- > Ten Key
- > Typing Test
- > Vocabulary–Business
- > Vocabulary–General

RELATED SOLUTIONS

DDI also offers a number of off-the-shelf, configurable and/or customizable tests and inventories that target various industries, measuring such items as work-related judgment, work style and disposition, and background experience. Multiple delivery modalities (online, IVR, paper and pencil, fax service) provide options that are tailored to suit your organizational needs. Specific roles and job types include:

- > Team members/associates
- > Professionals/individual contributors
- > Team leaders/supervisors

- > Managers and leaders (including executives)
- > Sales representatives (professional and entry-level)
- > Retail sales
- > Customer service and call center associates
- > Retail customer service
- > Health care provider and support roles

In addition, for each job family, DDI has drawn upon its extensive research base to develop Screening & Testing content sets that measure a candidate’s personal attributes, work-related experience, job-specific competencies, and motivational fit. These content sets have been pre-configured to minimize adverse impact against protected groups (i.e. on the basis of race, gender, and age) while maximizing validity for predicting job performance.

CONTACT INFORMATION

WORLD HEADQUARTERS
412.257.0600
E-MAIL INFO@DDIWORLD.COM
WWW.DDIWORLD.COM/LOCATIONS