



## **911 Operator / Emergency Dispatcher Assessment Report**

**Candidate:**  
**Jane SamplePerson**

**Date:**  
**02/14/2023**

**ALL RESULTS SHOULD REMAIN STRICTLY CONFIDENTIAL**

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# 911 Operator / Emergency Dispatcher Assessment Report

Company: Resource Associates  
 Date: February 14, 2023

Username: RESOITSL0001  
 Candidate: Jane SamplePerson

The following information is a feedback report based on the results of validated psychological assessment dimensions. Depending on the sections included in the test battery, there may be multiple pages of explanatory information. Please review thoroughly for the best overall interpretation of your candidate's scores.

## PERSONALITY TRAITS

The profile below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (designated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

	Low	Below Average	Average	Above Average	High
AGREEABLENESS					◆
ASSERTIVENESS			◆		
CONSCIENTIOUSNESS / DEPENDABILITY			◆		
CUSTOMER SERVICE / RESPONSIVENESS			◆		
EMOTIONAL STABILITY / RESILIENCE			◆		
EMPATHY					◆
EXTROVERSION		◆			
OPTIMISM				◆	
TEAMWORK ORIENTATION		◆			
WORK DRIVE				◆	

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## APTITUDE SCORES: Reported as Percentile

	PERCENTILE RANGE									
	0-10%	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	Top 10%
General Reasoning								X		

### Aptitude Raw Scores

	Total Correct	Total Attempted	Total Questions
General Reasoning	24	34	50

### Explanation of Aptitude Scores In This Table:

The aptitude scores in this table reflect percentile rankings -- not percent correct on the test. For example, if a person scores 80-89%ile on a specific test in this report, it means that they scored at least as well or better than 80-89%ile of the norm group, but not as high as about 10-20%ile of the norm group. So, higher scores are better than lower scores.

The **Overall Cognitive Aptitude** is an average score (an average for the standardized scores) for all of the separate aptitude tests given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.

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## PERSONALITY TRAIT INTERPRETATION

### **Strengths:**

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- She is very concerned with getting along well with the people she works with. Jane is consistently agreeable and will work hard to preserve harmony in social situations.
- Jane can readily assert herself and confront difficult situations. She can also seize the initiative and bring her influence to bear in a wide range of situations. Jane has some potential for a supervisory or managerial role. She will be comfortable interfacing with those above her in the organization.
- Jane is usually conscientious and reliable. She generally follows through on her commitments and does what she says she will do. On the other hand, Jane also uses some personal discretion and judgment in deciding how to perform job tasks and duties.
- Jane has some interest in providing good service to your clientele, but will benefit from additional training on how to deal with the unusual circumstances and requests from patients and or family members.
- She is stable and well-adjusted. Jane can work well under conditions of job stress and not succumb to work-related anxiety or tension.
- She makes an effort to understand and resonate to the feelings and problems of other people. Jane should be good at reading the moods and concerns of customers. She is an empathetic, considerate person who can get close to the people she works with and will offer a helping hand to those in need.
- She makes an effort to understand and resonate to the feelings and problems of other people. Jane should be good at reading the moods and concerns of customers. She is an empathetic, considerate person who can get close to the people she works with and will offer a helping hand to those in need.
- She can identify closely with the feelings and concerns of other people. Jane has a high level of empathy which enables her to understand and relate to the people she works with. She is likely to be perceived by customers as someone who is very insightful, sympathetic, and helpful.
- Jane is usually outgoing, talkative, and congenial in her interactions with other people. She will likely be an effective communicator on the job.
- Jane is often optimistic in her outlook. She usually expects good things from her job and the situations she encounters at work. Jane will seldom become demoralized by setbacks and will keep a positive attitude in the face of problems.
- Jane is highly group-minded and teamwork-oriented. She will work cooperatively with her fellow employees to achieve shared goals.
- Jane has a fairly strong work ethic. She is usually willing to put in long or irregular hours at work when needed. Jane is likely to put forth considerable effort to attain job goals.

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## **Developmental Concerns:**

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- Jane can sometimes be too aggressive or overbearing. She may need to be more low-key and respectful when trying to persuade or convince other people. Some employees may feel that she assumes too much authority on her own without sanction from management.
- Jane may not be as consistently conscientious and dependable as others who hold this job. She may need to perform job tasks, duties, and assignments in a more reliable manner that others can consistently count on.
- Jane could probably put a more emphasis on customer satisfaction in her work. She does not put a great deal of energy into going the extra mile to ensure satisfaction of patients and their families.
- Jane can sometimes identify too strongly with the feelings and emotions of the people she works with. This can cause her to get caught up in their problems and to lose perspective of what is the best course of action. She may need to become more objective and professional in some situations.
- Jane may have trouble keeping her own emotions separate from the emotions of the people she works with. She can over-identify with their problems and concerns, such that her objectivity and professionalism are undermined. Her decision-making may also be impaired in her efforts to try to please other people.
- Jane can sometimes identify too strongly with the feelings and emotions of the people she works with. This can cause her to get caught up in their problems and to lose perspective of what is the best course of action. Jane may need to become more objective and professional in some situations.

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## INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- \* When did this take place?
- \* What factors led up to it?
- \* What were the outcomes?
- \* What did others in the organization say about this?
- \* How often has this type of situation arisen?
- \* How would you handle it differently in the future?

### ASSERTIVENESS

- Describe a time when you took charge of a difficult situation in your organization and turned it around into a success.
- Describe a time when you spoke up on a matter of importance to you, even though you knew it would not be well-received or when others in the company opposed you.
- Tell me about a time you took the initiative to get a project started or to complete it in a timely manner.
- What would you do if you felt that your boss had been ignoring you or not paying attention to your ideas?
- Describe a time when you successfully confronted a problem situation that others had trouble dealing with in the past.
- Tell me about a time when you effectively negotiated with upper management to get them to accept your recommendation over the recommendations of others.

### CONSCIENTIOUSNESS

- Describe a time when you have taken a shortcut or bypassed some steps at work to get something done quicker, better, or more efficiently.
- Flexibility is important in many jobs. Describe a situation where it would be advantageous to bend or ignore a company rule or policy to improve job effectiveness.
- Describe how you deal with situations where the best course of action is not covered by company policies and procedures.
- Describe a situation where you feel that organizational bureaucracy or red tape made your job difficult or significantly slowed you down.