

Customer Service Professional (CSP) Test

Phase 1

In the first phase of the process, candidates meeting the minimum qualifications will participate in a telephone interview. The interviewer will review the current job opening, training schedule and pay rate, position schedule and pay rate as well as emergency response requirements. Next, they will ask the candidate behaviorally-based interview questions regarding some of their past experiences.

Phase 2

Candidates that advance to this phase of the selection process will be required to take the Customer Service Professional (CSP) Test at one of our facilities. Each candidate will complete at least four professionally developed testing instruments. The results will assess the candidate's knowledge of customer service, data entry (evaluating both speed and accuracy) and ability to listen and retain auditory data. Spanish-fluent candidates will take an additional test to demonstrate their bilingual ability.

Candidates must pass each section to advance further in the selection process. Test results are valid for one year. Candidates not passing may not retest for the position one year following their test date.

Testing conditions

This test battery may be administered in a group setting with several computers or in individual cubicles depending on what is available. The assessment typically takes about an hour, however, there are no time limits for any section. Candidates are permitted to take notes, but must return the materials before leaving.

Other considerations

The testing administrator will provide all materials necessary for testing (i.e., headphones, pencils, scratch paper, etc.). Candidates need to bring photo identification such as a driver's license. Finally, candidates will not be permitted to eat, drink, use tobacco or wear hats of any kind during testing.

Notification process

Candidates will be contacted by the recruiter to inform them if they will be moving to the next phase of the selection process. Recruiters do not have individual test scores, only the passing status of candidates. Please do not ask for feedback regarding your testing.

Phase 3

Passing candidates will participate in a two-person behavioral interview. However, there may be other required phases depending upon position.

The candidate who performs best in the process will be offered the position.