

Using eSkill and Talent Bullseye for Recruiting and Evaluating Telephone Consultants

CUSTOMER OVERVIEW

Mission Federal Credit Union operates as a federally chartered credit union. The company offers checking and savings, money market, and retirement accounts; online and mobile banking and others. The company was founded in 1961 and is headquartered in San Diego, California.

BUSINESS CHALLENGES



Mission Federal Credit Union wanted to predict the tenure and the performance of the best employees and identify candidates that can perform once they are on the job.

SOLUTION

Mission Federal identifies their measures for hiring success by using two scores. The first is a 90-day review score and the second is an annual performance review score. Mission Federal has also identified the 180 day as a key indicator of a successful hire.

They decided to use eSkill assessments to measure and predict employee performance. eSkill testing review process included all available employee related information on those that were hired in the last 12 months and the existing employees from the same time period.

Thirty employees and candidates participated as test subjects:

-  Existing Employees
-  Incoming Candidates

Existing employees were tested in an effort to establish a baseline of "success"

All test subjects were given the same amount of time to complete both assessments.

The skills test (named SkillsScore) was created with original content agreed between the client and client success manager. This test was labeled Telephone Consultant Test and had 25 questions from subjects like:



Inbound Call Center Simulations



Customer Service



Bank Teller Skills

The behavioral assessment (named FitScore) was centered on the critical behaviors deemed important for performing the job successfully, such as extraversion, stability, reliability and autonomy. This behavioral assessment also included a **Critical Thinking and Reasoning** portion.

How does Credit Union evaluate the candidates' scores?

There are a couple of metrics that Mission Federal Credit Union (MFCU) uses to measure success at the company. MFCU performs a 90-day and annual review of all employees. Each employee is given a score based on a 1-4 scale. Their threshold is a 2, with anything below that requiring disciplinary action. MFCU also deems a "successful hire" as someone who stays longer than six months. If an employee has a satisfactory 90 review score, they typically make it to the annual review.

Annual reviews follow the same procedures and the core competencies measured remain the same. The difference in annual reviews is MFCU focuses on performance within the role. Such performance measures are broken down into:



Member Experience Survey



Agent Availability








Dependability



Operation or Quality Control

RESULTS

In essence, while the behavioral assessment and the skills test evaluate core competencies and performance measures without negatively impacting tenure, the cognitive score is not predictive of any of the performance measures being used.

-  **Higher FitScore has strong correlation with annual performance review**
-  **Higher SkillsScore has a strong correlation with 90 day performance review**
-  **Turnover for this group was 36% for the period.**
-  **89% of those that separated voluntarily before the 180 day mark, had cognitive scores higher than 80% and lower FitScores.**
-  **Those separating averaged 119 days.**

This tells us that the skills test is best at predicting the 90 day performance and the behavioral assessment is best at predicting the annual performance review.

CONCLUSION

eSkill has helped identify candidates that can perform once they are on the job. All test subjects scored at least a 70% on the Telephone Consultant Test. During the time period that we captured data, only one person (4%) moved on from the company due to performance related reasons. The results support the notion that people who score well can jump into the role without additional training. MFCU understands that it takes a certain type of person to be successful in a call center environment, and the TalentBullseye assessment is able to highlight the traits that meet the desired profile. Candidates and existing employees that had a high "Fit Score" on the behavioral assessment typically had strong 90-day reviews and annual reviews when applicable.

ABOUT eSkill

Since 2003, eSkill has been an expert provider of effective online skills testing for applicant screening and staff training to thousands of companies globally. More than 4,000 organizations around the world use our job skill assessment tests in their hiring and training processes, including Coca-Cola, Zappos, FedEx, LG, and Paychex. Our professional skill tests for employment are easily customizable to fit specific job requirements for the highest job relevance and validity.

eSkill lets human resources managers easily select or customize job-based tests from over 600 modular subjects and subtopics across a wide range of disciplines such as Microsoft Office, IT, Programming, Office Software, Accounting, Healthcare, Legal, Call Center, Retail, and more. eSkill's leading-edge job simulations recreate software programs and work environments to assess how well candidates perform actual job tasks.

Why our clients chose eSkill over other vendors?

- Our customizable tests have increased efficiency, relevance, and validity.
- Our staffing clients get dedicated test advice and direct contact with a Client Success Manager for a quick setup and ongoing service.
- We provide 24/7 live support for clients and test-takers.
- Test-takers can reliably take tests on any computer or browser with no need for plug-ins or downloads.
- Our simulations have multiple correct solutions, giving a more accurate picture of candidates' on-the-job performance.
- Our clients have unlimited use of eSkill tests and our competency library.
- We continuously update our test content.
- eSkill has a perfect 15-year track record of legal compliance.