



Individual Assessment Center Activity for Administrative Analyst

Instructions for using this template during Assessment Center

The purpose of this template is to provide a guide for using this Individual Exercise during an Assessment Center for hiring new candidates.

It provides a structured approach to evaluating candidates based on their technical and behavioral competencies required for the role.

Please follow the instructions below to ensure a fair and consistent evaluation of each candidate.

- 1. Review the Technical and Behavioral Competency Requirements for the Role:** Please refer to Section 1 to review the technical and behavioral competency requirements for the role. This will help you understand the key skills, knowledge, and behaviors that are essential for the candidate to possess to be successful in the role.
- 2. Use the Individual Exercise as Assessment Center Activity:** Please refer to Section 2 of this template to understand the individual exercise that you can use to assess the candidates. A case study has been used as an assessment tool for assessing an individual's competencies. The case study has been designed to assess specific competencies required for the role.
- 3. Complete the Assessor Evaluation Form:** Please use the Assessor Evaluation Form provided towards the end of Section 2 to record your ratings and observations about the candidate during the specific assessment center activity. This form will help you capture your feedback on the candidate's performance during the exercises and their overall fit for the role. The answer key to the questions are provided in **Section 3**. The assessor can refer to these solution/ answers to the questions while evaluating the candidate



- 4. Maintain Objectivity and Fairness:** Please ensure that you remain objective and fair throughout the assessment process. Avoid making assumptions or drawing conclusions based on factors that are not related to the candidate's performance. Also, ensure that you provide feedback based on the candidate's demonstrated behaviors and their ability to meet the defined competencies, rather than their personality or personal characteristics.

Remember, the purpose of the individual assessment activities is to evaluate each candidate's performance independently, allowing for a comprehensive understanding of their capabilities and suitability for the role.



Section 1: Competencies Required For Technical Recruiter

Technical Competency Requirements:

- Operates office equipment accurately and efficiently to complete tasks.
- Manages and maintains records and databases with accuracy and attention to detail.
- Safeguards confidential information with appropriate measures and discretion.
- Utilizes basic accounting and budgeting principles to support financial tasks.
- Applies Microsoft Office Suite and data analysis tools effectively in tasks.

Behavioral Competency Requirements:

- Analyzes complex problems to identify relevant information and solutions.
- Organizes tasks and information with attention to detail and prioritization.
- Communicates professionally and effectively in written and verbal forms.
- Collaborates and works effectively with diverse groups of people.
- Manages multiple tasks and priorities with a positive attitude and adaptability.
- Acts with a high level of professionalism and work ethic.
- Identifies and addresses issues proactively with initiative and solutions.
- Works independently and as part of a team with accountability and results.
- Adapts to new processes and technologies with willingness to learn.

Section 2: Case Study

Name of the Exercise: "Office Equipment Efficiency and Data Analysis"

Objective: The objective of this activity is to assess participants' technical competency in operating office equipment accurately and efficiently, as well as their ability to utilize data analysis tools effectively. It will also evaluate their behavioral competencies such as problem-solving, attention to detail, communication, collaboration, adaptability, and initiative.

Competencies that will be assessed:

- Operates office equipment accurately and efficiently to complete tasks.
- Manages and maintains records and databases with accuracy and attention to detail.
- Safeguards confidential information with appropriate measures and discretion.
- Utilizes basic accounting and budgeting principles to support financial tasks.
- Applies Microsoft Office Suite and data analysis tools effectively in tasks.
- Analyzes complex problems to identify relevant information and solutions.
- Organizes tasks and information with attention to detail and prioritization.
- Communicates professionally and effectively in written and verbal forms.
- Collaborates and works effectively with diverse groups of people.
- Manages multiple tasks and priorities with a positive attitude and adaptability.
- Acts with a high level of professionalism and work ethic.
- Identifies and addresses issues proactively with initiative and solutions.
- Works independently and as part of a team with accountability and results.
- Adapts to new processes and technologies with willingness to learn.

Instructions for the assessor:

- Prepare a case study and related materials according to the provided problem statement, facts, and figures.
- Develop evaluation criteria with percentage weightage for each competency, considering the questions and answers generated.
- Assess participants based on their performance in completing the case study tasks and their demonstrated competencies.

- Use the evaluation criteria to provide a detailed assessment of each participant's competencies.

Instructions for the participants:

- Familiarize yourself with the problem statement, facts, and figures provided.
- Analyze the information and utilize appropriate office equipment and data analysis tools to complete the assigned tasks.
- Maintain accuracy, attention to detail, and confidentiality throughout the activity.
- Demonstrate effective communication, collaboration, problem-solving, and adaptability skills.
- Work independently and as part of a team, displaying professionalism, initiative, and accountability.
- Adapt to new processes and technologies as required, showcasing a willingness to learn.

List of Job Aids that will be required to perform the activity:

- Access to office equipment such as computers, printers, scanners, and phones.
- Microsoft Office Suite (Word, Excel, PowerPoint) or similar software.
- Data analysis tools (e.g., Excel functions, formulas, and charts).
- Access to relevant databases and records.

Elaborated problem statement:

You are working as an administrative assistant in a medium-sized company. Your supervisor has assigned you a task that involves managing office equipment, maintaining records and databases, and utilizing data analysis tools. You are required to complete the following tasks within the given timeframe:

1. Office Equipment Management:
 - Organize a list of office equipment, including computers, printers, scanners, and phones.
 - Conduct an inventory check to ensure all equipment is functioning properly.
 - Identify any equipment that requires maintenance or replacement and report it to the appropriate department.
 - Create a budget proposal for the next fiscal year to cover office equipment expenses.

2. Data Analysis:

- Retrieve a dataset containing sales figures for the past year from the company's database.
- Analyze the data to identify trends, patterns, and key insights related to product sales.
- Prepare a comprehensive report with visualizations (charts, graphs) highlighting the findings.
- Provide recommendations based on the analysis to improve sales performance.

Complete facts and figures:

- The company has 50 employees and operates in multiple locations.
- The office equipment inventory includes 50 computers, 10 printers, 5 scanners, and 20 phones.
- The maintenance department should be contacted for equipment repairs or replacements.
- The budget proposal should include estimated costs for purchasing new equipment and any necessary repairs.
- The sales dataset contains monthly sales figures for each product category.

Questions from the case study to assess the candidates:

1. Operates office equipment accurately and efficiently to complete tasks:

How would you troubleshoot a malfunctioning printer and ensure it is operational again?

2. Manages and maintains records and databases with accuracy and attention to detail:

How would you ensure the accuracy and integrity of the sales data while retrieving it from the database?



3. Safeguards confidential information with appropriate measures and discretion:

What steps would you take to ensure that sensitive employee data is securely stored and protected from unauthorized access?

4. Utilizes basic accounting and budgeting principles to support financial tasks:

How would you calculate the total estimated budget for office equipment expenses for the next fiscal year, considering the costs of repairs and new purchases?

5. Applies Microsoft Office Suite and data analysis tools effectively in tasks:

Which specific Excel functions or formulas would you use to calculate the average monthly sales and identify the product category with the highest sales?

6. Analyzes complex problems to identify relevant information and solutions:

How would you analyze the sales data to identify any seasonal trends or patterns that may impact product performance?

7. Organizes tasks and information with attention to detail and prioritization:

How would you prioritize your tasks when faced with multiple deadlines and a limited timeframe?

8. Communicates professionally and effectively in written and verbal forms:

How would you present the findings of your sales analysis to the management team in a clear and concise manner?

9. Collaborates and works effectively with diverse groups of people:

How would you involve different departments, such as IT and finance, in the process of managing office equipment and budgeting?



10. Manages multiple tasks and priorities with a positive attitude and adaptability:

How would you handle unexpected changes or urgent requests while managing your daily administrative tasks?

11. Acts with a high level of professionalism and work ethic:

How would you handle a situation where a colleague asks you to share confidential information that is not relevant to their work?

12. Identifies and addresses issues proactively with initiative and solutions:

How would you identify potential areas for improvement in the current office equipment management processes, and what steps would you take to address them?

13. Works independently and as part of a team with accountability and results:

How would you ensure effective collaboration and coordination with your team members while working on the office equipment management and data analysis tasks?

14. Adapts to new processes and technologies with willingness to learn:

How would you approach learning a new data analysis tool or software to enhance your skills and improve efficiency?

Assessment Center Activity Assessor Evaluation Form

Participant Name:	
Assessor Name:	
Date:	



Instructions: Please provide ratings and observations based on the participant's performance during the assessment center activity. Use the rating scale below and provide specific examples to support your ratings.

Rating Scale:

- 1 = Below Expectations
- 2 = Meets Expectations
- 3 = Exceeds Expectations

<i>Evaluation Criteria</i>	<i>Weight age</i>	<i>Rating</i>	<i>Observations</i>
Operates office equipment accurately and efficiently to complete tasks.	10%		
Manages and maintains records and databases with accuracy and attention to detail.	10%		
Safeguards confidential information with appropriate measures and discretion.	8%		
Utilizes basic accounting and budgeting principles to support financial tasks.	8%		
Applies Microsoft Office Suite and data analysis tools effectively in tasks.	10%		
Analyzes complex problems to identify relevant information and solutions.	10%		
Organizes tasks and information with attention to detail and prioritization.	8%		



Communicates professionally and effectively in written and verbal forms.	8%		
Collaborates and works effectively with diverse groups of people.	8%		
Manages multiple tasks and priorities with a positive attitude and adaptability.	8%		
Acts with a high level of professionalism and work ethic.	8%		
Identifies and addresses issues proactively with initiative and solutions.	8%		
Works independently and as part of a team with accountability and results.	8%		
Adapts to new processes and technologies with willingness to learn.	8%		

Overall Assessment:

Based on the above criteria, please provide an overall assessment of the participant's performance during the assessment center activity.

Rating	
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Observations:

Please provide any additional comments or feedback about the participant's performance during the assessment center activity.

Additional Comments:

Signature	
Assessor	
Date	

Section 3: Case Study Solution/ Answer Key

Solutions for the questions:

1. Check the printer for any error messages or visible issues (paper jams, low ink/toner).
Ensure that the printer is connected properly to the computer and power source.
Restart the printer and the computer to refresh the connection.
If the issue persists, consult the printer's user manual or contact technical support for further assistance.
2. Validate the data retrieval process by cross-checking the obtained data with previous records.
Verify that the data fields and variables match the intended criteria.
Check for any missing or duplicate entries and rectify them before proceeding with analysis.
3. Store sensitive employee data in a password-protected and encrypted database. Limit access to the database and grant permissions only to authorized personnel. Regularly update and maintain security measures such as firewalls and antivirus software.
Conduct training sessions on data security and privacy best practices for all employees.
4. Determine the cost of repairs or replacements for malfunctioning equipment. Research market prices for new equipment and consider factors such as quality and warranties.
Estimate the projected lifespan of the equipment and allocate funds accordingly. Consider any additional costs such as shipping, installation, or training.
5. Use the AVERAGE function to calculate the average monthly sales for each product category.
Utilize the MAX function to identify the product category with the highest sales. Apply conditional formatting to highlight the sales figures above a certain threshold.



6. Create a line chart or a pivot table to visualize the monthly sales figures. Identify any recurring patterns or spikes in sales during specific months or seasons.
Analyze historical data from previous years to validate the identified trends. Use statistical techniques such as moving averages or regression analysis to forecast future sales based on the observed patterns.
7. Assess the urgency and importance of each task based on deadlines and dependencies. Identify critical tasks that require immediate attention and allocate dedicated time for them.
Break down larger tasks into smaller, manageable subtasks and allocate time accordingly.
Communicate with relevant stakeholders to negotiate deadlines or delegate tasks when necessary.
8. Prepare a visually appealing presentation with concise slides summarizing the key findings.
Use charts, graphs, and tables to represent the sales trends, patterns, and recommendations.
Provide explanations and insights for each visualization to ensure clarity.
Practice the presentation to ensure effective delivery and address any potential questions or concerns.
9. Collaborate with the IT department to assess the technical requirements for new equipment.
Consult the finance department for budgeting and financial planning related to office equipment expenses.
Coordinate with the maintenance department to schedule repairs or replacements efficiently.
Establish regular meetings or communication channels to ensure effective collaboration and coordination.



10. Prioritize the urgent request while considering its impact on other ongoing tasks.
Communicate with the relevant stakeholders and update them on the adjusted timelines.
Assess the possibility of delegating some tasks to other team members to manage the workload effectively.
Maintain a positive attitude and adaptability while reorganizing priorities to accommodate the changes.

11. Politely explain to the colleague that sharing confidential information unrelated to their work is against company policy.
Offer to assist them in finding the appropriate channels or resources for the information they genuinely need.
Notify the relevant supervisor or manager about the situation to ensure compliance with confidentiality protocols.

12. Conduct a thorough review of the current office equipment management processes.
Identify bottlenecks, inefficiencies, or areas prone to errors or delays.
Gather feedback from colleagues and team members regarding their experience with the current processes.
Propose solutions such as implementing an automated inventory management system or streamlining maintenance request procedures.

13. Communicate regularly with team members to provide updates on progress, challenges, and dependencies.
Allocate specific roles and responsibilities to team members based on their strengths and expertise.
Establish clear channels of communication and collaboration, such as project management tools or regular team meetings.
Foster a supportive and inclusive team environment that encourages open communication and knowledge sharing.



14. Attend training sessions, workshops, or online courses to familiarize yourself with the new tool or software.

Practice using the tool with sample data sets or exercises to gain proficiency.

Seek assistance or guidance from colleagues or experts experienced in using the tool.

Continuously explore new features and updates of the tool to stay updated and maximize its potential.