

Group based Assessment Center Activities for Secretary

Instructions for using Template during the Interview

The purpose of this template is to provide a guide for using these Group Based Exercises 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 Group-Based Exercises as Assessment Center Activities:** Please refer to Section 2 & 3 of this template to understand the different group-based exercises that you can use to assess the candidates. Each exercise has been designed to evaluate 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 & 3 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.
4. **Maintain Objectivity and Fairness:** Please ensure that you remain objective and fair throughout the assessment process. Avoid making assumptions or



Template Collection

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 rather than their personality or personal characteristics.

Section 1: Competencies Required For Secretary

Technical Competency Requirements:

- Familiarity with office equipment such as printers, scanners, and copiers to ensure efficient usage.
- Applies office management procedures to execute tasks accurately.
- Understands basic bookkeeping to maintain financial records.
- Demonstrates skills in performing data entry and basic administrative tasks with accuracy.

Behavioral Competency Requirements:

- Pays strong attention to detail, minimizing errors and ensuring accuracy.
- Manages time and resources effectively, prioritizing tasks for successful completion.
- Communicates effectively, verbally and in writing, with colleagues and clients.
- Applies analytical skills to identify and solve problems proactively.
- Acts with a high level of professionalism and work ethic.

Section 2: First Group Based Exercise-1

Activity Description: Role-Play Exercise

Name of Group Based Exercise : Office Management Simulation

Objective: To assess the technical and behavioral competencies related to office management, time management, and effective communication.

Competencies that will be assessed:

- Proficiently uses Microsoft Office Suite to create and edit documents accurately.
- Types with speed and accuracy, minimizing errors.
- Operates office equipment with proficiency, ensuring proper functioning.
- Applies knowledge of office management and accounting principles to perform tasks accurately.
- Pays strong attention to detail, minimizing errors and ensuring accuracy.

Instructions for the assessor:

- Create a scenario that involves managing an office, such as coordinating with vendors, managing office supplies, and handling financial records.
- Assign roles to each participant, such as office manager, accountant, administrative assistant, or vendor representative.
- Observe the participants' ability to work collaboratively, manage time, communicate effectively, and perform technical tasks related to office management.
- Use a scoring rubric to assess the participants' performance in each competency area.

Instructions for the participants:

- Review the scenario and relevant information provided.
- Assign roles to the group members and manage the project, prioritizing tasks for successful completion.
- Use Microsoft Office Suite to create and edit documents accurately.
- Operate office equipment with proficiency, ensuring proper functioning.
- Apply knowledge of office management and accounting principles to perform tasks accurately.

- **List of Job Aids that will be required to perform the activity:**
- Scenario description
- Assigned roles for each participant
- Office equipment (printers, scanners, copiers)
- Financial records for bookkeeping tasks

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>Competencies Assessed</i>	<i>Rating</i>	<i>Observations</i>
Operates office equipment accurately and efficiently to complete tasks.		
Manages and maintains records and databases with accuracy and attention to detail.		
Utilizes basic accounting and budgeting principles to support financial tasks.		
Safeguards confidential information with appropriate measures and discretion.		

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: Group Based Exercise-2

Activity Description : Case Study

Name of Group Based Exercise: Data Entry and Analysis Exercise

Objective: To assess the participants' technical and behavioral competencies related to data entry and analysis.

Competencies that will be assessed:

- Applies knowledge of office management and accounting principles to perform tasks accurately.
- Executes functions, such as onboarding and maintaining employee records, proficiently.
- Applies analytical skills to identify and solve problems proactively.
- Manages multiple tasks simultaneously, prioritizing effectively to meet deadlines.
- Approaches work with a positive attitude, proactively seeking opportunities to learn and grow.

Instructions for the assessor:

- Provide a case study and relevant information to the participants, such as a new employee onboarding process or a performance management challenge.
- Observe how participants analyze the situation, identify relevant information, develop solutions, prioritize tasks, and execute HR functions accurately and efficiently.
- Evaluate the participants' ability to apply knowledge of office management and accounting principles, execute HR functions proficiently, apply analytical skills to identify and solve problems

Instructions for the participants:

- Read the task description and data set carefully.
- Enter the data accurately into Microsoft Excel.
- Use Excel to analyze the data and create visualizations such as charts or graphs.
- Communicate effectively with other team members if necessary.

- Manage your time effectively to complete the task within the given timeframe.
- Approach the exercise with a positive attitude and seek opportunities to learn and grow.

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

- Data set
- Microsoft Excel software
- Computer or laptop with internet connection
- Instructions for the task.

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>Competencies Assessed</i>	<i>Rating</i>	<i>Observations</i>
Motivates and manages teams effectively to achieve goals.		
Manages multiple priorities, meeting deadlines with strong organization skills.		
Identifies and addresses issues proactively to prevent major problems		
Communicates clearly and collaborates effectively with colleagues.		

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	