

# **Insurance Account** Manager Solution Fact Sheet



## **Insurance Account Manager - One Sitting**

### **Assessment Fact Sheet**

#### Overview

**Details** 

The Insurance Account Manager solution is for mid-level insurance professionals that manage the day to-day operations and activities of customer accounts. Sample tasks for this job include, but are not limited to: soliciting sales of new or additional products or services; interacting with customers to provide information in response to inquiries about products and services and to handle and resolve complaints; keeping records of customer interactions and transactions; resolving customers' service or billing complaints; determining charges for services requested; collecting deposits or payments; and arranging for billing. Potential job titles that use this solution are: Account Executive, Account Manager, and Senior Account Manager.

Job Level	Mid-Professional
Job Family/Title	Insurance
Average Testing Time (minutes)	48 minutes
Maximum Number of Questions	265 questions (235 questions on average)
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple Choice, Multiple Choice - Adaptive

# Knowledge, Skills, Abilities and Competencies Measured

**Persistence:** This measures the tendency to be influential, confident, and persistent when working towards sales goals. This trait is characterized by suggesting solutions to meet customer needs, demonstrating confidence in the sales process, and persisting and displaying resiliency when faced with challenges or setbacks.

**Sales Potential:** This is a measure of the tendency to have a combination of sales skills and experiences that predict success in sales positions. This is characterized by: showing alternative solutions based on customer needs; directing conversations toward a commitment/order/sale; showing confidence even after a hard refusal/ rejection; and striving to close a transaction every time. This is demonstrated by answering questions on a multifaceted measure relating to background, experience, and opinions.

**Professional Potential:** This component measures the tendency to have potential for success in the retail industry. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

**Drive for Results:** This is a measure of the tendency to take a leadership role within an organization. This trait is characterized by: taking pride in reaching difficult goals; enjoying a fast-paced lifestyle; having high self-confidence in his/her abilities; and taking charge in group situations.

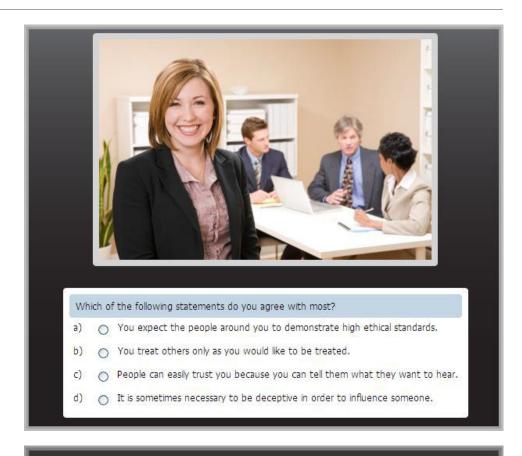


# Knowledge, Skills, Abilities and Competencies Measured

**Self Motivation:** This is a measure of the tendency to be even-tempered and responsible in the workplace. This trait is characterized by: being dependable; behaving in accordance with high ethical standards; being optimistic; and remaining relaxed in stressful situations.

**Business Acumen:** This is a measure of the tendency to analyze and detect underlying themes when solving problems. This is a trait characterized by: visualizing future needs and problems; being creative and innovative when generating new ideas; systematically looking at data; and planning and organizing tasks.

### **Example Questions**



### How many sales courses or sales training programs have you attended?

- a) none
- b) one or two
- c) three or four
- d) ofive or more



### **Example Reports**

