



Description of Test (DOT)

CONSUMER SUPERVISOR ASSESSMENT

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This **DOT** is designed to help you prepare for the Consumer Supervisor Assessment. The information is being made available to you now so that you can review the material at a more leisurely pace. There is also specific information about the factors that are evaluated on the test and what you can do to prepare for it.

What the Consumer Supervisor Assessment Measures

Dimension	Definition
Management Potential	Measures the potential for managerial success across industry type and functional area through questions regarding academic and social background, and aspirations concerning work.
Professional Potential	Measures the tendency to have potential for professional success across industry through questions regarding academic and social background, and aspirations concerning work.
Coaching and Development	Measures the tendency to know how to be effective while engaging with direct reports. It includes the following behaviors: demonstrating trust and empathy, listening for facts as well as feelings, having influence over others without needing to resort to measures of control, providing constructive feedback, showing genuine interest in employee's self-development, showing patience and encouraging employees to come up with solutions to their own problems.
Achievement	Measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles.
Reliability	Measures the tendency of one's responsibility for his/her own actions and a commitment to performing assigned tasks.
Thoroughness	Measures the tendency to be thorough and precise in approaching work and personal activities.
Independence	Measures the tendency of a person's willingness to take action and to make decisions independently.
Influence	Measures the tendency of one's effectiveness in directing and influencing others.
Innovation	Measures the tendency of one's creativity in working through problems and making decisions.

Frequently Asked Questions (FAQs)

Question	Response
How is the assessment administered?	On a personal computer, which utilizes a standard computer keyboard, mouse and internet web browser. Please do <u>NOT</u> take this assessment on your mobile phone or another electronic device.
How are the questions formatted?	You will see a variety of question types, including video simulations and multiple choice.

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Question	Response
How much time is allowed to take the entire assessment?	Please set aside at least one hour to complete the assessment. Please ensure that you are in a distraction-free environment and that the assessment is your sole focus. Please take this assessment seriously as it will be used as part of the selection decision-making process. Lastly, you will have five (5) days (i.e., 120 hours) from the time that the assessment link is provided to you to complete the assessment, or you will be considered to have withdrawn from the selection process.
What should I bring to the assessment and can I use a calculator?	You will not need any materials or equipment aside from a computer.
How is my score determined?	Scores are computed for each of the assessment sections and then combined to create an overall score.
Am I penalized for guessing an answer?	No.
Will I receive feedback on my score?	No. Upon receipt of your assessment scores, you will receive an automated communication from our Applicant Tracking System (ATS) indicating that we have your test results on file. Your test results will remain on file for six months.
Will I be able to retake this assessment?	You may attempt the assessment again after six months.
Who may I contact if I experience any technical difficulties when taking the assessment?	Prior to taking the assessment, please consult the following website to ensure that the PC you are using is configured properly: http://service.shl.com/s2p-candidates/ . You can also reach SHL Technical Support for assistance with your online assessment at 1-800-899-7451 (option 1).
Who may I contact if I no longer have access to the assessment link?	Please send an email to hr.testing@centurylink.com with the Requisition number (e.g., 10401BR) and the needed assessment link.
What if I need an accommodation to take the assessment?	CenturyLink provides accommodations in testing conditions to qualified applicants with disabilities during the administration of pre-employment screens, to the extent such accommodations are reasonable, consistent with the nature and purpose of the examination, and necessitated by the applicant's disability. CenturyLink's objective is to provide effective and necessary accommodations to qualified applicants as defined under the Americans with Disabilities Act, without substantially altering the nature of the screening process. Each applicant's request for test accommodations is evaluated on a case-by-case basis. If you think you need a test accommodation, please send an email to hr.testing@centurylink.com .

Resources for preparing for the Consumer Supervisor Assessment: No practice or preparation is necessary. You will respond to statements about your work-related preferences, tendencies, and experience.

PLEASE NOTE: The purpose of this guide is to provide information which will assist all candidates in their performance during the Consumer Supervisor Assessment. Your performance is determined by many things such as your education, experiences and skills.