Pearson
Talent Solutions

ROLE-FOCUSED ASSESSMENTS

Customer Service Representative – Hiring



Help Your Organization Adapt, Evolve, and Lead Through Change

Future-proof your organisation with our new Role Specific Assessment Tool: **Customer Service Representative – Hiring**

The customer service industry is rapidly being reshaped by AI and automation. Intelligent chatbots, case management algorithms, and personalized response engines are handling tasks that once defined the contact centre floor — but they're also raising the bar for how human agents need to perform. Roles are shifting away from issue resolution and towards experience, with the emphasis falling on product and process knowledge, customer connection, and in-the-moment problem-solving. Customer service professionals who thrive will be those who use these tools to their advantage, while bringing the warmth, judgement, and personal touch that keeps customers coming back.

Pearson's research program has identified the core skills that predict success in today's dynamic, technology-driven customer service environments.

The Customer Service Representative – Hiring Assessment helps you understand and measure these essential capabilities, enabling your organization to recognize potential and support professional growth.

Customer Service Representative – Hiring Benefits

- Short – takes approximately 35 minutes to complete
- Measures skills critical to success today
- Reliable, predictive scores
- Sophisticated technology mitigates faking and cheating behaviours
- Enables informed talent acquisition decisions

Our innovative Customer Service Representative – Hiring assessment measures the following:

1. **Achieves Goals** – Setting and achieving challenging goals; working hard; persisting in the face of significant obstacles; striving to produce high quality work.
2. **Adapts to Change** – Easily and effectively handling change; adapting behavior in response to new information, changing conditions, unexpected obstacles, or specific norms; working effectively with many different types of people, situations, and constraints.
3. **Complies with Rules and Regulations** – Demonstrating honesty and trustworthiness; trying to do what is right and ethical; following rules, laws, regulations, policies, and procedures; accepting authority.
4. **Cooperates with Others** – Valuing agreement, consensus, and cohesiveness in interpersonal interactions; being responsive to others' needs, providing information and assistance to meet those needs.
5. **Develops Rapport with Others** – Seeking out a variety of social situations, including those requiring tact and/or discretion; being sociable, warm, likable, and cooperative; being easy to work with.
6. **Pays Attention to Detail** – Being thorough, precise, and organized while working; establishing and tracking details; spotting minor imperfections or errors and taking action to correct them.
7. **Takes Responsibility for Actions** – Being reliable, well organized, orderly, and planful; holding self accountable for results and deadlines, accepting responsibility for mistakes.
8. **Understands Others** – Recognizing and understanding others' states of mind or emotions; demonstrating compassion toward others; taking care of others in need.
9. **Speaking and Listening** – The ability to understand and communicate in spoken English.



Languages

US English

Norms

General Population

Contact us to explore how Pearson's suite of assessments can future-proof your workforce.

Take the next step

Pearson helps enterprises build future-ready workforces through integrated talent assessment, talent development, and talent verification solutions. With global reach and expertise in AI and learning sciences, Pearson enables organizations to identify strengths today and develop the talent they need for what's next.

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