



## Employment Selection Assessments

Applicants may complete an assessment as the first step in the competitive selection process. This helps State Farm quickly identify the most competitive candidates as part of the talent acquisition process. Unauthorized exposure to actual tests or test questions prior to taking an assessment will automatically disqualify an applicant from employment.

### **Important:**

If you believe that you have a condition or circumstances which might affect your ability to take these types of assessments, please email the State Farm Employment Team at HOME HRD-TESTING-DISCLOSURES prior to testing to discuss your possible need for an accommodation. Once requested, please be prepared to provide verification of your need for an accommodation.

### **Employment Selection Assessments**

The employment selection process at State Farm determines if certain skills/abilities of applicants match the requirements of the organization's jobs. One of the ways to gauge this match is the use of employment assessments. Performance on these assessments, as well as information obtained from other sources during the selection process will be considered.

The employment assessments used by State Farm were professionally developed according to industry standards. Research has shown that performance on these tests is related to job performance.

### **Strategies for Taking Employment Assessments**

- It is important to be well rested. Don't be alarmed at being a little nervous. That feeling is typical of most applicants.
- The assessment is timed, so work as quickly and as accurately as you can.
- You may be required to take more than one assessment, depending upon the job(s) for which you are applying.
- It is important to set aside plenty of uninterrupted time to complete each of the assessments.

### Contact Center Simulation

Some jobs require testing that measures an applicant's ability to demonstrate fundamental keyboarding and navigation skills required in most entry-level, customer facing positions. In addition to completing a typing assessment, applicants use headphones and the spoken word to respond to simulated customer calls for data entry. A full keyboard for typing is recommended. This assessment also has a portion involving multiple choice and behavioral elements. This assessment is timed and could take up to 30-35 minutes to complete.

### Behavioral Assessment

Some jobs require testing that measures an applicant's behavioral predilections. These assessments are required for most entry-level positions in our call center that do are not customer facing. This assessment primarily involves questions focusing on past events and behaviors focusing on attitudes and experiences relevant to these roles. This assessment is timed and could take up to 30-35 minutes to complete.

You will be provided with instructions that include the amount of time required and computer specifications for each assessment. If you have questions or don't understand the instructions, inform the State Farm Employment Team before completing the assessment.

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