



# Office of Scholarships and Financial Aid (OSFA)

## Employment Application

### Skill Assessment Survey

- |  | Always | Often | Sometimes | Rarely | Never |
|--|--------|-------|-----------|--------|-------|
| 1. In a team, I am able to work even with people who I find really difficult to work with.   |        |       |           |        |       |
| 2. When multi-tasking or switching between duties, I lose track of the little details.   |        |       |           |        |       |
| 3. I can handle being yelled at or insulted by angry customers who are unhappy with our service.   |        |       |           |        |       |
| 4. Talking to an intimidating person or an authority figure makes me visibly nervous.  |        |       |           |        |       |
| 5. If I am nervous or tense you can't tell by my tone of voice - I sound confident.  |        |       |           |        |       |
| 6. When arguing with someone, it's hard for me not take things personally.   |        |       |           |        |       |
| 7. I employ strategies to avoid disorganization at work (e.g. writing notes, making to-do lists, setting automated reminders, etc.).   |        |       |           |        |       |
| 8. When I need to say something that could potentially make someone unhappy (for example, telling him/her that he/she can't get his/her money back), I:<br>just can't seem to choose the right words. It ends up coming out harsher than I intended<br>just do it, like ripping a band aid. I won't sugarcoat it.<br>might fumble my words a little but I will get it out eventually - and then apologize profusely.<br>relay it in the nicest way possible - I don't like giving people bad news, but I can deliver it quite well.  |        |       |           |        |       |
| 9. Working in a high-stress environment:<br>is not an ideal situation for me, I am not at my best.<br>is not something I want to face on a daily basis, although I can handle some stress.<br>motivates me, I thrive on working under pressure.  |        |       |           |        |       |
| 10. When I make a mistake at work, I:<br>admit it was my fault and find ways to fix it (or at least to prevent it from happening again).<br>have reasons to explain why it occurred, as it always relates to circumstances beyond my control.<br>try my best to resolve it myself without bringing it up with my boss, but if I can't, I'll admit fault.   |        |       |           |        |       |
| 11. It's your first day on the job. Your first three calls of the day were painful to say the least. The first customer yelled at you for five minutes about being left on hold, the second threatened to sue U of A if you don't give him money immediately, and the third asked at least a dozen questions but was too impatient to wait for your answers and cut you off most of the time. To top it all off, your supervisor, who has been monitoring your calls, points out that you are taking too much time with customers and need to be more efficient. <b>How would you be feeling at this point?</b><br>I'd be fed up, declare that the job is NOT for me, and quit that same day.<br>I'd be extremely upset, and probably wouldn't be able to focus the whole day.<br>I'd give the job one more week and if my days continued to be like this, I would quit.<br>I'd be a little put off or discouraged but would accept the fact that this is what the job entails.<br>I'd be hoping and praying that the rest of the calls don't go like this.<br>I wouldn't be in the best mood, but I'd get used to it. |        |       |           |        |       |