



USA Hire

Transforming Government One Hire at a Time

SUCCESS STORIES

Supervisory Situational Judgment Test

Agency: U.S. Office of Personnel Management



The Problem:

The problem of hiring successful supervisors at the Office of Personnel Management (OPM) was a common challenge heard throughout government. Candidates selected for supervisory positions may have sound technical skills, but often lacked leadership competencies. In fact, most assessment questionnaires for supervisory positions focused on the technical aspect of the position and often ignored the competencies related to supervisory skills. When OPM first created USA Hire assessments, OPM senior leadership recognized a need for an assessment geared to distinguish superior applicants for leadership positions. This gave rise to the Supervisory Situational Judgment Test (SSJT).

The Solution:

In 2014, OPM leadership implemented the use of the SSJT for all supervisory positions filled within the agency. The SSJT asks applicants to respond to realistic work problems or scenarios that are common to supervisory positions in the Federal Government. This assessment targets competencies that are critical to success as a first line supervisor in the Federal Government. OPM uses the SSJT for all supervisory positions at the GS-13 grade level and above. For most announcements, the SSJT is used in conjunction with a technical questionnaire, enabling both technical skills and leadership competencies to be measured.

The Success:

Since implementing the SSJT, OPM HR professionals benefit from smaller applicant pools, resulting in certificates of eligibles yielding higher quality applicants. As a result, hiring managers can focus on the most highly qualified candidates. In turn, this has reduced the volume of interviews needed to fill a position. The SSJT is helping hiring managers access the best and brightest in the applicant pool. In talking with hiring managers, many are happy with the selections they have been able to make, both from internal agency candidates and those from outside the organization. In addition to using the SSJT, OPM is educating their own leaders about USA Hire's SSJT by incorporating information about the use of the SSJT into their boot camp for new supervisors. OPM is striving to set the bar for government in using best practices, like the SSJT, to hire quality leaders.



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