



# USA Hire

Transforming Government One Hire at a Time

## **SUCCESS STORIES – Entry Level Testing at a Small Agency**

Agency: U.S. Railroad Retirement Board



### **The Problem:**

The U.S. Railroad Retirement Board had utilized an OPM-developed assessment for their Claims Examiner positions since 1985. This was a proctored paper and pencil test administered by OPM's Nationwide Testing. RRB was highly satisfied with their high quality assessment and its administration. There was no need to change what was already working well for them. That is, until Nationwide Testing was decommissioned. RRB knew it was physically impossible for their small HR staff to take on the work involved with administering this proctored assessment. It would be extremely expensive to take on the work of booking proctored testing space, printing the test booklets and administering this in multiple locations. Not only was this cost prohibitive, it would not be physically possible for the small HR staff. RRB is a small agency with 850 employees. It would be overwhelming to administer this test for the 2,000 applicants they anticipated receiving during a 2-day open period of the announcement.

### **The Solution:**

RRB worked with OPM to explore online options, which brought them to consider USA Hire. OPM developed an online assessment for RRB's single-agency standard job series, 0993. RRB planned to use this assessment for their entry-level hiring at the grade 5/7 levels.

### **The Success:**

USA Hire performed the way RRB wanted: applicants were able to apply and RRB did not have to be involved with scheduling of exams, renting testing space, adjudicating reasonable accommodation requests, or proctoring assessments. USA Hire has been a tremendous time saver for their HR staff. The hiring managers were satisfied with the results of the assessment, which has been an excellent predictor of success on the job. Claims Examiners must pass a nine-month training and must take a test in order to stay in the position. The employees selected through USA Hire all successfully completed the training and have been quality hires. Since USA Hire has been a success in hiring at headquarters, RRB plans to soon utilize USA Hire assessments for Claims Representative positions nationwide in the near future. RRB is looking forward to OPM continuing to develop more high quality assessments for more occupations to make a better civil service.



USA Hire<sup>SM</sup>

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