



USA Hire

Transforming Government One Hire at a Time

SUCCESS STORIES

High Quality Entry-Level Hires

Agency: U.S. Department of Defense - Defense Finance and Accounting Service



The Problem:

Hiring managers at the Defense Finance and Accounting Service (DFAS) faced challenges in hiring quality job candidates. They repeatedly received certificates of eligibles with applicants who answered “E” (e.g., a self-rating of “expert” in that task) to *all* items on the questionnaire. Often during interviews, it became apparent the applicant was not the expert he/she claimed to be. Further, many applicants believed that answering “E” to every question was the only way to be referred and considered for a position. The self-assessment questionnaires were not providing a meaningful distinction to identify the quality applicants.

The Solution:

In 2011, DFAS elected to partner with OPM to begin using USA Hire standard assessments as a solution to this issue. DFAS used USA Hire, either as a stand-alone assessment or combined with a technical questionnaire, primarily for entry-level hiring. This approach allowed DFAS to assess soft skills (e.g., problem solving, decision making, mathematical reasoning), which can be difficult to accomplish with a technical questionnaire. USA Hire often aids in identifying applicant qualities the hiring manager is seeking, such as someone with the critical thinking skills necessary to be successful in the position. DFAS found that the typical technical questionnaire was not mature enough to achieve this.

The Success:

As a result, DFAS experienced several benefits from implementing USA Hire in their recruitment process. First, hiring managers preferred the use of USA Hire from day one. They were able to select high quality applicants with the desired skills for the position. Additionally, human resources staff experienced a reduction in the volume of applicants to review. The applicant pool also included better qualified applicants referred to hiring managers. Further, some applicants remarked they believed the USA Hire assessments provided a more accurate assessment so applicants did not feel they had to inflate their responses to be referred. Overall, DFAS hiring managers have indicated high levels of satisfaction with USA Hire, which enables them to select high quality candidates for their entry-level workforce.



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