



Case Study

TECHNOMERICA Putting TalentScout to the Test

TechnoMerica, a nonprofit workforce development organization based in Houston, Texas, has a mission. Its charter is to close the information technology divide by delivering technology access, awareness and training to people in the disadvantaged communities it serves, providing them with economic empowerment through job and career preparation.

Chief among the volunteer-based organization's services is its Call Center Training program. This workforce development initiative is designed to help unemployed and under-employed workers in the Houston area upgrade their skills to re-enter the workforce as call center representatives.

TechnoMerica's Call Center Training program has been so successful that a recent program graduate was recognized as one of the top five salespeople in a 500-person sales organization within the first 45 days of being hired. With a three-week training course in place that covers both computer skills and customer service/outbound sales skills, TechnoMerica needed a way to test its trainees to ensure that they had been properly prepared to be successful in the positions that had been earmarked for them by TechnoMerica's local business partners.

First Advantage's revolutionary new time-adaptive SkillCheck Assessments product provided TechnoMerica with exactly what it needed. With TalentScout, TechnoMerica can now quickly measure all the essential skills required to be successful as a call center representative with a single, highly efficient test.

"What we are working to create here is a performance standard," explained Terrence Drew, Executive Director, TechnoMerica. "Being able to consistently present high-quality candidates to our business partners is vital to the future of our organization. With TalentScout we can ensure that our trainees will be productive in their new roles from the minute they walk in the door." Commenting further, Drew also noted that TalentScout's advanced reporting functionality provided valuable insight into what further training might be needed to turn a good candidate into a great hire.

Today, the organization uses TalentScout for both pre-screening evaluations and post-training assessments. In addition to using TalentScout, TechnoMerica also leverages First Advantage's behavioral assessment products to assess individual characteristics - such as reliability and service orientation - that would make a candidate a good fit for an organization.

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*Terrence Drew, Executive Director
TechnoMerica*

For additional information
about First Advantage
Assessment Solutions,
please visit
www.FADVAssessments.com
or call our SkillCheck product
hotline at 800.648.3166.