

Recruitment Central Turns to Kenexa Prove It!® to Assess Candidate Skills

Recruitment Central is a Brisbane-based recruitment agency with a strong reputation for high quality candidate placements. “We pride ourselves on our fast, efficient service,” said Sandra Karamitelios, Recruitment Central’s Managing Director. “Our aim is to provide our candidates and clients with the service they need—when they need it—not hours later. We are proud of our ability to find the right fit every time.”

The organization specializes in the temporary, permanent and contract recruitment of office support, accounting, customer service and mid-level management professionals across a wide range of industry sectors.

A key part of Recruitment Central’s strategy in identifying candidates is its use of skills tests. The organization introduced these types of tests a number of years ago, but over time, the agency became frustrated with its existing supplier. Yet without an alternative local provider, the organisation endured a series of frustrations.

“Saving time is critical in recruitment,” said Karamitelios. “Our consultants have to sell, do project admin and offer customer service to our clients and candidates. With our previous skills testing system, the inflexible scoring system required us to spend time counseling candidates who thought they had performed poorly on a test in Word or Excel. However, we had little option because we had no alternative product. Our previous supplier simply had us, and other agencies, over a barrel.”

In the autumn of 2007, Kenexa® expanded its global presence by opening its Australian operation—a move that gave recruitment agencies in Australia a skills testing alternative. “Kenexa has been welcomed into our industry with open arms,” said Karamitelios. “Agencies now have options, and in my opinion, a far better alternative.”

Introducing Kenexa Prove It!

Recruitment Central spoke with Kenexa about introducing Prove It!, Kenexa’s skills testing assessment solution.

Kenexa Prove It! is an automated, web-based skills assessment tool that enables recruitment agencies to accurately identify qualified candidates. The system contains more than 1,000 validated assessments for clerical, software, call center, financial, healthcare, industrial and technical job classifications.

As well as office and clerical tests, consultants at Recruitment Central regularly use Microsoft tests such as Word and Excel. The Kenexa Prove It! system provides the company with full program simulations. This requires candidates to complete an actual software task in a fully functional software environment. To enhance the simulation, all documented methods of completed tasks are supported, including menu bars, right-click menus and keyboard shortcuts.

Testing The Kenexa Prove It! System

Karamitelios tested the Kenexa Prove It! system with her team of consultants and a pool of candidates who had used Recruitment Central’s previous skills tests. “I had my team of consultants go through a range of the Prove It! tests and compare them to our previous provider. I also had candidates who had taken our previous skills tests try the Kenexa Prove It! tests. They loved them and were literally jumping for joy. Their feedback indicated that the Prove It! tests blew our previous skills tests out of the water. We regularly assess our candidates on Microsoft tests, such as Word and Excel, and they love the fact you can use shortcut keys. They also feel that the questions are more realistic.”

Business Benefits

Kenexa Prove It! is now used for all positions, and as a result, the company is enjoying considerable benefits.



"As I mentioned, saving time in recruitment is critical," said Karamitelios. "In Brisbane you cannot just screen candidates over the telephone; you have to meet them face-to-face. Previously, we had to register candidates and then test their skills in our offices because candidates had difficulties downloading our tests. Registering an individual would often take nearly two to three hours. Since introducing Prove It!, this time is down to just an hour."

"We now have candidates take the tests in the comfort of their own home because we have confidence in asking them to take these tests online. Even more, we no longer have to spend time reassuring candidates after they've taken the tests. We have had no problems whatsoever when trying to administer them remotely. More importantly, our candidates have had no problems at all."

Assessing True Skills

In addition to time savings, Karamitelios believes Prove It! assesses candidates' true skill levels. "Our previous system just wasn't accurate in terms of scoring. We would administer a Word or Excel assessment and experience candidates receiving 'incorrect' scores on answers where they utilize a commonly used shortcut key. The candidates were dissatisfied, our recruiters were dissatisfied, and it took considerable effort to ensure that our clients would not be dissatisfied."

"You can imagine what a relief it was for us to test and see how many shortcuts the Prove It! system accepts. Our candidates love it because it better represents their capabilities. We love it because it allows us to truly understand a candidate's capabilities and better serve our clients. Since we don't have to debate the accuracy of the system with clients after sending a candidate's scores, we have saved so much time. Before Prove It!, I was required to speak with clients and give examples of the questions asked; in most cases these questions weren't relevant to an administrative role. The scoring system with Kenexa Prove It! is more flexible and our clients now receive a true assessment—regardless of whether they are recruiting a senior manager or an administrative resource."

With Prove It!, candidates can take tests as power users or as normal users, depending upon the level of job role they are applying for. This gives consultants at Recruitment Central greater flexibility in administration.

Results for the tests are automatically generated and the candidate report details actual scores, percentage scores, question-by-question analysis and scores by topic.

A Valued Relationship

The Kenexa Prove It! skills testing system has cemented a valued relationship between Recruitment Central and Kenexa. "Kenexa has been fantastic," said Karamitelios. "At the beginning, our account manager sat down with us and explained everything in detail. Moving forward, it's comforting to know that I can just pick up the telephone at any time and get an instant response. The Prove It! system has been so effective, however, so neither my team nor I have had to make a single phone call."

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About Recruitment Central

Recruitment Central specializes in the temporary, permanent and contract recruitment of office support, accounting, customer services and marketing professionals across a wide range of industry sectors. Website: www.recruitmentcentral.com.au