



Employee Personality Profile (EPP) Guide

Jobs and Traits Breakdown

This document is designed to help you better understand how to interpret EPP score reports. You will find descriptions of each job family as well as explanations for how to interpret each of the 12 traits on the report.

Job Families



JOB FAMILY

Accounting and Finance

Duties Include: Collecting data, analyzing and investigating variances, summarizing data and trends. Prepares asset, liability and capital account entries by compiling and analyzing account information. Recording and reporting cash flow of a company. Preparing financial reports and processing payroll.

Example Job Titles: Auditor, Budget Analyst, Forensic Accountant, Staff Accountant



JOB FAMILY

Administrative and Clerical

Duties Include: Handling office tasks, filing, reporting, and presentations. Managing and distributing information within an office. Answering phones, taking memos. Sending and receiving correspondence. Typing, binding, scanning. Organizing travel and writing letters and emails for other staff.

Example Job Titles: Administrative Assistant, Executive Assistant, Administrative Coordinator, Administrative Manager, Administrative Specialist, Legal Secretary, Human Resources Administrator, Secretary, Support Assistant, Billing Coordinator, Accounting Clerk, Bookkeeper, Office Manager



JOB FAMILY

Analysis, Planning and Consulting

Duties Include: Gathering, interpreting and using complex data to develop actionable steps that will improve processes and optimize results. Assess company and client needs, receive information, analyze it looking for areas of improvement. Design technical solutions. Collect and store data on sales numbers, market research, logistics, then processes and present in ways to help business and organizations make better decisions.

Example Job Titles: Business Analyst, Product Owner, Product Manager, Project Manager, Systems Analyst, Process Owner, Management Consultant



JOB FAMILY

Tellers and Clerical Finance

Duties Include: Handling customer financial transactions like deposits, withdrawals, transfers, money orders, etc. Counting cash, answering phones and filing deposit slips. Balancing numbers at end of day.

Example Job Titles: Coin Teller, Commercial Teller, Exchange Teller



JOB FAMILY

Account Collection and Receivables

Duties Include: Collecting payments on past due bills, resolving customer billing problems and reducing accounts receivable delinquency. Making outbound collection calls in professional manner while maintaining customer relations. Mailing and faxing of documents to customers and accounts receivable.

Example Job Titles: Collections Clerk, Collections Account Manager, Accounting Specialist



JOB FAMILY

Client and Customer Service

Duties Include: Supporting customers by providing helpful information, answering questions and responding to complaints. Front line of support for clients and customers to ensure satisfaction with a product or service. Suggests information, processes orders, prepares correspondence and fulfills customer needs. Can generate sales leads, build relationships through interactive communication.

Example Job Titles: Call Center, Client Support, Customer Engagement, Customer Advocacy, Support Agent, Support Specialist, Technical Service Engineer, Technical Customer Support Expert, Guest Service Agent, Service Desk Support



JOB FAMILY

Front Desk and Reception

Duties Include: Handling front office reception, administration duties, greeting guests, answering phones handling company inquiries, sorting and distributing mail. Schedule travel and meeting for executives. Service visitors. Maintain telecommunication system.

Example Job Titles: Office Assistant, Secretary, Welcome Coordinator, Concierge



JOB FAMILY

Management and Leadership

Duties Include: Planning, directing and overseeing the operations and fiscal health of a business unit, division, department or operating unit within an organization. Overseeing and leading the work of a group of people. Develop personal growth opportunities, coach, counsel and discipline employees.

Example Job Titles: Director, Chief, Executive, Supervisor



JOB FAMILY

Healthcare Practice and Support

Duties Include: Verifies patient information, records medical history and confirms purpose of visit. Prepares patients for examination, performs preliminary physical tests including blood pressure, weight, temperature. Filling out insurance forms, handling correspondence, scheduling appointments.

Example Job Titles: Dental Assistant, Registered Nurse, Phlebotomist, Dental Hygienist, Veterinary Assistant & Technician, Physical Therapy Assistant, Clinical Laboratory Technician



JOB FAMILY

Production and Manufacturing

Duties Include: Manufacturing goods in an assembly line, feeding materials into machinery, assembling items, packaging or storing items. Operate machinery to assist in the production process. Assist in lifting, carrying and moving heavy loads. Unloads, organizes and stocks shipments.

Example Job Titles: Assembler, Welder, Machinist, Operator, Quality Control Inspector, Woodworker, Warehouse, Tool and Die Maker, Quality Assurance



JOB FAMILY

Software Engineering and Development

Duties Include: Developing, testing and analyzing programming applications. Develop documentation to support application maintenance. Researching, designing, implementing and managing software programs. Writing and implementing efficient code. Maintaining and upgrading existing systems.

Example Job Titles: Computer Programmer, Electrical Engineer, Software Developer, Computer Systems Analyst, Database Administrator, Software Quality Assurance Engineer, Network System Administrator



JOB FAMILY

Sales and Business Development






Duties Include: Serving customers by selling products and services, using solid arguments to prospective customers. Obtain orders, establish new accounts by planning and organizing daily work schedule to call on existing potential sales outlets. Achieve agreed upon sales targets and outcomes within schedule.

Example Job Titles: Sales Representative, Sales Development Representative, Sales Executive, Sales Consultant, Sales Associate, Account Manager, Relationship Manager, Sales Engineer

Personality Traits

EPP Scale:	High Scorers Tend to Be:	Low Scorers Tend to Be:
 <p>Achievement Reflects an individual's ability to follow through and complete tasks and to achieve specific goals. It is also related to the amount of interest that a person has in intellectual or conceptual work.</p>	Goal-oriented, organized, follows through, tends to perform well academically and in role	Impulsive, struggles to keep up with deadlines, may require a more hands-on management style, difficulty organizing their own schedule, may need more structure to keep on track
 <p>Assertiveness Provides a gauge of an individual's directness in expressing himself or herself and in dealing with others.</p>	Dominant, direct, assertive with others, influential, willing to speak up, will not shy away from conflict	Deferential, timid, avoids conflict, more easily influenced by others, keeps feelings to themselves
 <p>Competitiveness Reflects the need to win, to perform better than others, or to surpass standards of achievement or performance.</p>	Competitive, strong need to win, likes to compete, more driven when there's competition	Relaxed, limited desire to compete, doesn't keep score, equally driven regardless of competition
 <p>Conscientiousness An indicator of a person's tendencies with respect to being deliberate, self-disciplined, organized and dependable.</p>	Dependable, disciplined, strong work ethic, careful, deliberate, stays on task, reliable	Spontaneous, laid-back, less meticulous, fun loving, big picture-orientated, less detail-orientated than others, impulsive
 <p>Cooperativeness Indicates a person's level of comfort in working closely with others and in taking the lead from others.</p>	Accommodating, cooperative, compliant, team player, works well with others, comfortable working for others	Aggressive, independent, prefers to work alone, prefers to have their way, less open to seeking to understand others' viewpoints
 <p>Extroversion Indicates the degree to which a person sees himself or herself as socially outgoing.</p>	Extroverted, outgoing, sociable, prefers to be around people, gregarious, energetic, likes to be center of attention, comfortable around others	Introverted, low-key, shy, quiet, prefers time alone, less comfortable in social settings, prefers to prove it on the field

Personality Traits *(continued)*

EPP Scale:	High Scorers Tend to Be:	Low Scorers Tend to Be:
 <p>Managerial Represents the degree to which a person's work strengths combine with his or her achievement, motivation, interpersonal strengths, and inner resources in a pattern similar to that of individuals in managerial and supervisory roles.</p>	<p>Leader, respected, perceived as competent, more likely to have executive presence, decisive, willing to withstand the stresses inherent to leadership</p>	<p>Follower, less likely to be viewed as a leader, less aware or willing to engage in characteristics leading to gaining power, less willing to step outside of comfort zone to advance</p>
 <p>Motivation Intended to represent a person's inner drive, commitment to achieve, and the strength of inner emotions, needs, and values.</p>	<p>Committed, driven, committed to succeed, self-motivated, hits the ground running</p>	<p>Mellow, less ambitious, apathetic, indifferent, complacent, go with the flow, doesn't push the limit, not motivated to exceed expectations</p>
 <p>Openness Measures the extent to which an individual is imaginative and creative, as opposed to down to earth and conventional.</p>	<p>Creative, experimental, imaginative, open to new ideas, likes to think outside the box, intellectually curious, analytical, introspective</p>	<p>Traditional, conventional, prefers the familiar, concrete, avoids abstract ideas and concepts, uninterested in new ideas</p>
 <p>Patience Indicates a person's ability to effectively cope with frustration encountered in completing tasks or in conflict-laden situations.</p>	<p>Patient, persistent, willing to put forth long-term effort toward meaningful goals, methodical, willing to delay gratification</p>	<p>Impatient, leans toward short-term effort, can be frustrated if success takes longer than expected on projects, focused on the here and now</p>
 <p>Self-Confidence An indicator of the level of confidence and self-assurance an individual brings to his or her work.</p>	<p>Confident, self-assured, resilient, trust their own abilities, not prone to self-doubt</p>	<p>Unsure, self-conscious, less likely to present ideas or voice dissent, may fear rejection</p>
 <p>Stress Tolerance Measures the ways in which people respond to stress.</p>	<p>Calm, even-keeled, optimistic, believes future is bright, calm in the storm, not easily excitable, not likely to overthink in a crisis</p>	<p>Excitable, less resilient, may visibly display stress, prone to pessimism, may become flustered when presented with stress</p>