






WISEMAN STRATEGIES JOB MODELING SERVICES

Whether your organization already has job descriptions or is initiating the process, the critical question remains: **Do you know what the job actually is?** Are these descriptions actively utilized by managers for talent coaching and development? Do employees understand what success looks like in their roles? Addressing these pivotal aspects of each job in your company is where Wiseman Strategies Job Modeling becomes essential.

| Comprehensive Job Model | | | |
|-------------------------|---|--|---|
| JOB OVERVIEW | | | |
| Job Title: | Customer Service Representative | Level: | Individual Contributor |
| Job Family: | Customer Service | Location: | On-Site |
| Department Name/Code: | Customer Service | Reports to: | Customer Service Manager |
| PI Workstyle Target: | Process & Precision | PI Cognitive Range: | 200 - 240 |
| POSITION DETAILS | | | |
| Impact Statement: | The <u>Customer Service Representative</u> ensures exceptional customer satisfaction and support by delivering prompt, knowledgeable, and solution-driven assistance. | | |
| Target Job Profiles: |  Unselfish and approachable with a preference for detailed, skill-based work |  Patient, conscientious, relaxed and cooperative team worker |  Accommodating and analytical, while producing highly precise and accurate work |
| Objectives: | <ul style="list-style-type: none"> Maintain high customer satisfaction by providing effective solutions and exceeding service expectations Resolve customer inquiries and issues in a timely and accurate manner Streamline processes to optimize resolution times while maintaining service quality Actively gather customer feedback and collaborate with internal teams to improve products and services Foster strong communication and collaboration with internal teams to ensure a seamless customer experience | | |
| Success Criteria: | <ul style="list-style-type: none"> Meets or exceeds established customer satisfaction rating Maintain average response time of under 24 hours All customer-facing interactions are recorded on a daily basis | | |



GUIDED Job Modeling

Needing some guidance? Receive not only the unique and effective templates we use, but also personalized 1:1 coaching - keeping you equipped and on track. Gain insights into the importance of Comprehensive Job Models, gather impactful data from your company's leaders, and be guided throughout the entire process.



ENHANCED Job Modeling

Give us your job descriptions, and we'll enhance their usability across the employee lifecycle. This includes integrating key Predictive Index behavioral data directly into your job descriptions, as well as including job posting templates for each role with tailored behavioral language.



COMPREHENSIVE Job Modeling

Want the experts to do it for you? For a complete overhaul of your role documentation, opt for Comprehensive Job Modeling. Our team takes over and does it ALL from beginning to end, delivering impactful and data-driven Comprehensive Job Models for every role in your organization.



WISEMAN STRATEGIES

JOB MODEL COMPARISON

Guided Job Modeling

For our DIY clients!

Your team owns & executes the project, receiving the following templates:

- ~ Role Definition Sheet
- ~ Comprehensive Job Model
 - ~ Project Tracker
 - ~ 3 Example CJMs

Shared project tracker to keep your team on track

1st month: Initial knowledge transfer with project owner + WS facilitated stakeholder call(s)

Next month(s): Two 1:1 coaching calls/month with WS team for consulting and accountability



Enhanced Job Modeling

Enhancing your existing job descriptions!

Wiseman Strategies adds the following data into your job description documents:

- ~ Impact Statement
- ~ Predictive Index data
- ~ Behavioral Expectations
- ~ Job Posting template
- ~ Job Posting 'Hook'

Wiseman Strategies develops up-to-date and efficiently organized Job Targets in your Predictive Index software to ensure the behavioral demand of each role is reflected accurately

Wiseman Strategies presents finalized data, supporting project implementation



Comprehensive Job Modeling

Let the experts do it for you!

Complete overhaul of your role documentation and Predictive Index Job Targets, with Wiseman Strategies...

- ~ Owning the project
- ~ Conducting interviews with company leaders
- ~ Developing & organizing PI Job Targets
- ~ Finalizing Comprehensive Job Model data

Wiseman Strategies takes a collaborative approach with your leaders to gain buy-in while providing expert insights on role definition throughout your organization

Wiseman Strategies ensures project visibility with your team through regular status updates.

Wiseman Strategies presents finalized data, supporting project implementation

