



HUB – Client Services Representative TriMetrix Superior Performance Attributes Hiring Template

Attribute Category	Attribute Name	Why It's Critical
Personal Skill	Planning and Organization	Essential for processing paperwork and managing multiple tasks accurately.
Personal Skill	Customer Focus	Ensures timely, high-quality responses to client and internal requests.
Personal Skill	Personal Accountability	Critical for accuracy in documents and ownership of tasks.
Personal Skill	Interpersonal Skills	Supports positive communication with clients and team members.
Personal Skill	Objective Listening	Ensures correct understanding of requests and reduces errors.
Personal Skill	Self Management	Helps manage workload, priorities, and deadlines effectively.
Personal Skill	Teamwork	Required for supporting internal teams and collaborating on tasks.
Personal Skill	Continuous Learning	Supports growth in insurance knowledge and systems.
Motivator	Traditional / Regulatory	Supports adherence to detailed processes and compliance requirements.
Motivator	Utilitarian / Economic	Drives efficiency, productivity, and task completion.
Motivator	Social / Altruistic	Encourages helping clients and team members effectively.
Behavior	Organized Workplace	Ensures structured workflows and document accuracy.
Behavior	Consistent	Supports reliability in repetitive administrative tasks.
Behavior	Following Policy	Ensures adherence to procedures and reduces errors.

Summary Snapshot (for Hiring Managers): This role requires a highly detail-oriented, process-driven professional who can manage administrative tasks accurately while supporting clients and internal teams.

How to Use This Template: Compare candidate TriMetrix results to these attributes. Strong matches indicate alignment with administrative precision, service support, and compliance. **Reminder: Assessment results count for >30% of any management decision.**

