



Customer Testimonial **Alliance Residential**

Wonderlic, Inc.
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The Client at-a-Glance

Alliance Residential
Headquarters: Phoenix, AZ
Employees: 1,200 to 1,500 nationwide

Alliance Residential Management is one of the largest operators of multifamily communities in the United States. With some 40,000 apartment homes nationwide, Alliance prides itself on excellence in hospitality, providing residents with outstanding service and superior value, and in short, a great place to call home.

The Client Story

“In a bustling business employing some 1,200 people at multiple locations nationwide, streamlining the hiring process for consistency, quality and excellence is paramount,” says Carlee Cate, Director of Recruiting for Alliance Residential.

In her position, Cate is responsible for hiring a variety of employees - Housekeepers, Porters, Groundskeepers, Property Managers, Regional Managers and Executive Management. At any given time, 50 to 100 positions of all types are open and needing to be filled. Also, because Alliance Residential apartment communities are located nation-wide, most of these positions are filled from a distance via the centralized Recruiting Department.

It was absolutely essential then to put a system in place that would streamline the hiring process for Cate and ensure Alliance was getting the best possible fit for each position. So in October 2007, Alliance chose to begin using three Wonderlic assessment tools: the WPT-Q, the PCI, and the WPI.

Cate processes some 900 Wonderlic assessments per week in her efforts to find exactly the right fit for each position. She notes that all of the assessments are done online. “It’s a paperless hiring system for me, from application to start date,” she adds.

The Client Result

“During the first 12 months after we started to use the Wonderlic assessments, we saw a 20 percent reduction in turnover for onsite positions. Wonderlic helped us streamline the hiring process and get the best associates hired for each job. This is a major investment for us and we pay for it out of our corporate budget for all of our apartment communities, but we do it because of the great results we’ve achieved. With that 20 percent reduction in turnover we’ve seen since we began, we find that these assessments pay for themselves.

Carlee Cate, Director of Recruiting

She explains that the Personal Characteristics Inventory, or PCI, helps her find people with the right qualities to be successful Business Managers and Regional Managers.



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“Business Managers run a multiunit apartment complex and must deal with budget, marketing, managing staff, leasing vacant units and vendors,” she explains. “We’re looking for efficient and dependable people and the PCI helps us determine the best of the best – not just the best of what is available.”

“We need people for that job that are detail oriented enough to see the small stuff,” she says. To discern those qualities, she uses the WPI, a productivity test that helps determine whether an individual is motivated to work responsibly and productively.

Most potential employees also get the WPT-Q, a short version of the Wonderlic Personnel Test-Revised (WPT-R). It was designed to be used in pre-employment testing to estimate a candidate’s aptitude, or ability to perform a specific job.

The Customer Service

“In the two-plus years I’ve been working with Wonderlic, any time I have ever had a question, the Wonderlic team has responded immediately. They’re all extremely nice and great to work with, and I feel like I know them personally and professionally. Wonderlic is a very customer service oriented company. They’re a pleasure to work with.”

Carlee Cate, Director of Recruiting

The Wonderlic Solution

WPT-Q

The WPT-Q is a shorter version of the Wonderlic Personnel Test-Revised (WPT-R). It was designed to be used in pre-employment testing to estimate a candidate’s aptitude, or ability to perform a specific job. The WPT-Q can be used to screen candidates who are unlikely to have the cognitive ability necessary to succeed in a particular job.

WPI

The WPI is a productivity test that helps determine whether an individual is motivated to work responsibly and productively. It assesses personality traits that promote positive client and co-worker relationships. It also helps predict whether the individual will adhere to company policies and remain on the job over time. The WPI helps maximize the return from your initial investment in an entry-level job candidate.

PCI

The Personal Characteristics Inventory (PCI) measures the personality traits deemed desirable by most employers, predicting successful job performance using five primary dimensions of personality, known as the “Big Five” — extraversion, agreeableness, conscientiousness, stability, and openness to experience. It also measures integrity, learning orientation, commitment to work and teamwork, sociability, need for recognition, leadership, cooperation, dependability, efficiency, even temperament, self confidence and abstract and creative thinking.