Crest Hill
CITY OF NEIGHBORS

Meeting Date:	January 5, 2026
Submitter:	Dave Strahl, Interim Human Resources Manager
Department:	Human Resources
Agenda Item:	Approval of Contract for eSkill Services – Civil Service Testing

Summary: Attached is a memorandum detailing the services provided by eSkill for testing services for civilian civil service positions.

Recommended Council Action: Approval of the contract for services of $9000.

Financial Impact:

    Funding Source: General Fund

    Budgeted Amount: Item not budgeted for FY2025-2026

    Cost: $9000

Attachments Memorandum and information regarding the contract for services from eSkill.

Raymond R. Soliman
Mayor

Christine Vershay-Hall
Clerk

Jamie Malloy
Treasurer

Ward 1
Scott Dyke
Angelo Deserio

Ward 2
Claudia Gazal
Darrell Jefferson

Ward 3
Tina Oberlin
Mark Cipiti

Ward 4
Nate Albert
Joe Kubal

CITY OF CREST HILL

20600 City Center Boulevard
Crest Hill, IL 60403

815-741-5100
cityofcresthill.com

TO:	City Administrator Blaine Wing
FROM:	Interim Human Resources Manager Dave Strahl
SUBJECT:	eSkils Contract
DATE:	December 30, 2025

Background:
The City has utilized the testing services from eSkills for several years and as recently as 2023 when their testing materials were utilized to determine skill levels of candidates for Administrative Clerk and Account Disbursement Clerk. The test scores were part of the process prior to a personal interview to determine the knowledge of the candidate for placement on the hiring list. The previous contract arrangement with eSkill was such that the city paid per participant and the candidate had to appear at Joliet Junior College (JJC) for a proctored test. The City would also pay a per head fee to JJC for the use of their computer lab and staff for the testing.

The list for Administrative Clerk and Account Disbursement Clerk expired at the end of November 2025. The postings for these two positions were active until December 19. There is also a need to create a list for Mechanic, and the Janitor list will expire in June 2025. As part of the process to generate a hiring list, HR staff reached out to eSkill to purchase a test as before and set a date to have the test at JJC. However, eSkill has changed their business model and now offers an annual subscription service that allows for customization of testing materials and remote testing without proctoring. This remote option has built in security protocols to ensure the tester is confirmed. eSkill also has options for additional testing options for construction related positions that would apply for public works. The most recent processes for the Maintenance Worker and Building & Grounds Worker list required the public works staff to proctor a graded skills test as the first step in creating a hiring list. The database of test questions includes screening questions that would also apply for the Mechanic and Janitor hiring list creation, when applicable.

eSkill also has an "On Boarder" assigned to the City account for the first 30 days to assist in determining the appropriate questions and coordinating the testing with the candidates. This service would be coordinated closely with the job descriptions to ensure the questions match the skills necessary to be successful in the positions. There is also a one-way interview option in which

candidates could respond to interview questions on their own time for evaluation and grading to determine eligibility and placement on the hiring lists.

Recommendation:
This change in business model would make the process to create a hiring list much less labor intensive compared to the process currently. In addition, the ability to create questions from the extensive library of available questions would allow a broader skill review of candidates than previously.

The grading of the questions is completed in real time and staff can generate summaries of the scores with analysis of which questions were incorrect in each subject area that is of interest to the City. Additional information regarding the services provided are attached to this document.

The cost is $9,000 for the year but is an unbudgeted expense. However, this service is critical for generating hiring lists to comply with the civil service process.

Staff recommend the purchase of a one-year contract with eSkill.

eSkill

Hard Skills Tests that
Help You Hire the Right People

Discovery
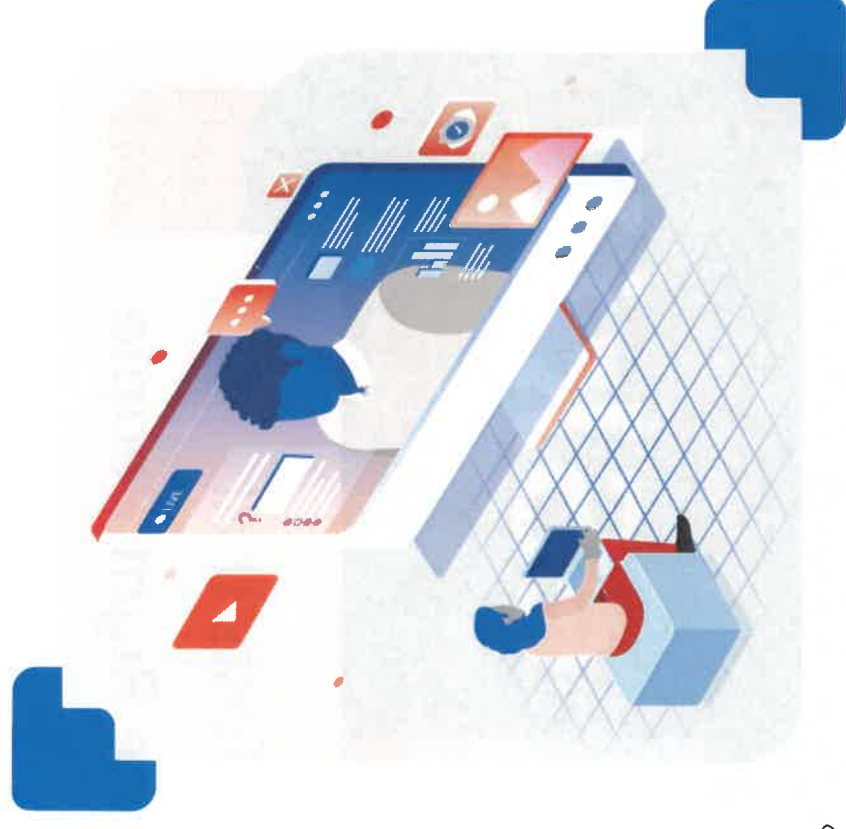
About Me – Alisha Soto

- Help organizations just like yours make smarter hiring decisions.
- Data-driven assessments.
- Understand your goals and see how eSkill fits.

About eSkill

- Leading provider of customizable pre-employment assessments.
- Evaluate hard skills, soft skills, and cognitive abilities.

Let's Talk about You

- What prompted you to explore assessment tools?
- Are there any current hiring challenges you'd like to improve?
- How do you currently measure success in your hiring process today?
- What would success look like in a partnership with eSkill?

Hiring is Getting More Difficult

- **AI tools have drastically expanded hiring funnels**
  - HR teams are overwhelmed by high volumes of unqualified applicants for each open role.

- **Qualified talent is hard to identify**
  - Many candidates lack the job-specific skills required.... and resumes don't tell the full story.

- **The cost of a bad hire is rising**
  - Poor hiring decisions are leading to reduced team performance, lost productivity, and higher turnover.

eSkill

Traditional Hiring Methods are Failing

70% of job applicants admit to lying on their resumes – and references often can't be trusted.

AI-generated cover letters are now common – generic, inflated resumes flood your inbox, masking true capabilities.

Resumes and cover letters can't measure performance – you need real data, not guesswork. And candidates can apply in three clicks – leading to hundreds of unqualified applicants per role.

Cover Letter Generator

Speed up the job application process with Grammarly's AI-powered cover letter generator, which helps you create a standout cover letter in three quick steps.

Step 1

Upload your résumé

Add your résumé

Upload your résumé

Accepted file formats: DOC, DOCX, and TXT

Upload file

Continue

It's time for a smarter solution

Pre-employment testing helps you screen out bad fits fast and identify the right candidates with confidence.

eSkill

Pre-Hire Assessments Are The Solution

- Pre-Hire Assessments **test hard skills** that are absolutely necessary for job success.

- Objective, data-driven information can **screen out a high volume of bad-fit, AI-assisted applications.**

- Quickly understand **which candidates possess the right skills** for your business to:

  - Stop wasting time interviewing unqualified candidates.
  - Avoid bad hires.
  - Reduce employee turnover.
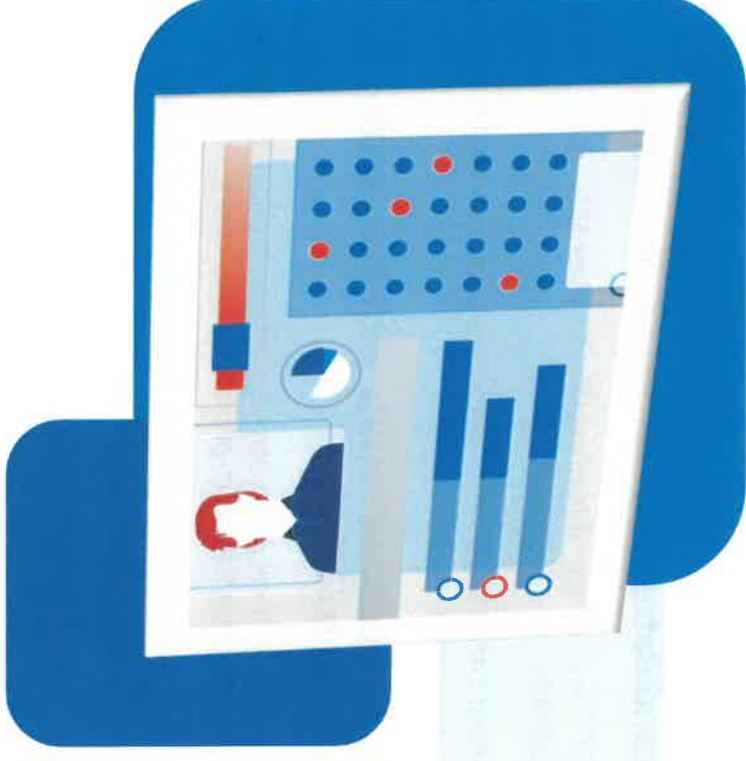
# Anti-Cheat Tools that Maintain Test Integrity

30% of candidates cheat during job assessments

- ChatGPT and other AI tools make it easier than ever to cheat on assessments.

- Dishonest candidates can lead to skewed test results and poor hiring outcomes.

**Authenticate accurate results with eSkill anti-cheat tools and proctoring solutions.**

- Use automatic tools like copy + paste detection, browser lockdown, tab switching monitoring, and more.

- Deploy advanced proctoring solutions that flag audio/video concerns and generate a candidate suspicion score.

- Maintain a fair playing field, minimize bias, and ensure test accuracy for positive hiring outcomes.
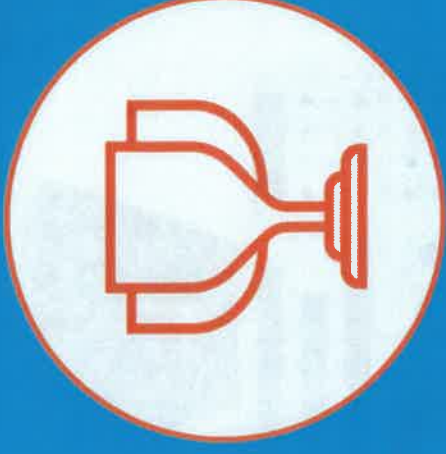
eSkill

In a Perfect World...
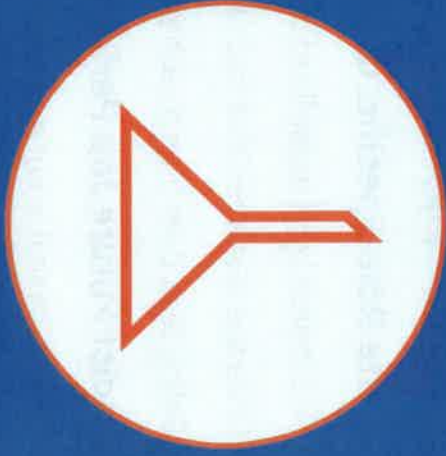
Pre-hire assessments narrow the hiring funnel by identifying qualified candidates.
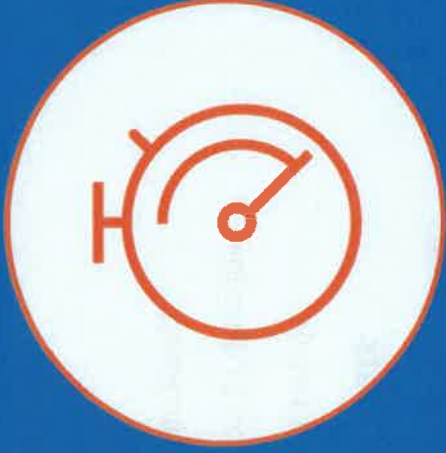
Fewer candidates to screen leads to faster hiring times and better hires.

Improved hiring processes create winning teams and a more successful organization.

eSkill

And Organizations Can:

Implement Pre-Hire Tests Efficiently

- Lean on an expert for guidance and analysis.
- Create custom pre-hire assessments for job requirements.
- Seamlessly integrate pre-hire assessments into hiring process.

Create Role-Specific, Custom Pre-Hire Tests

- Not limited by standardized questions irrelevant to role.
- Leverage questions that test skills essential to job / company.
- Refine tests over time to achieve ideal hiring outcomes.

Predict Future Job Performance

- Build tests that accurately predict future job success.
- Leverage custom questions & anti-cheat to find great candidates.
- Easily adjust tests to changing requirements / standards.
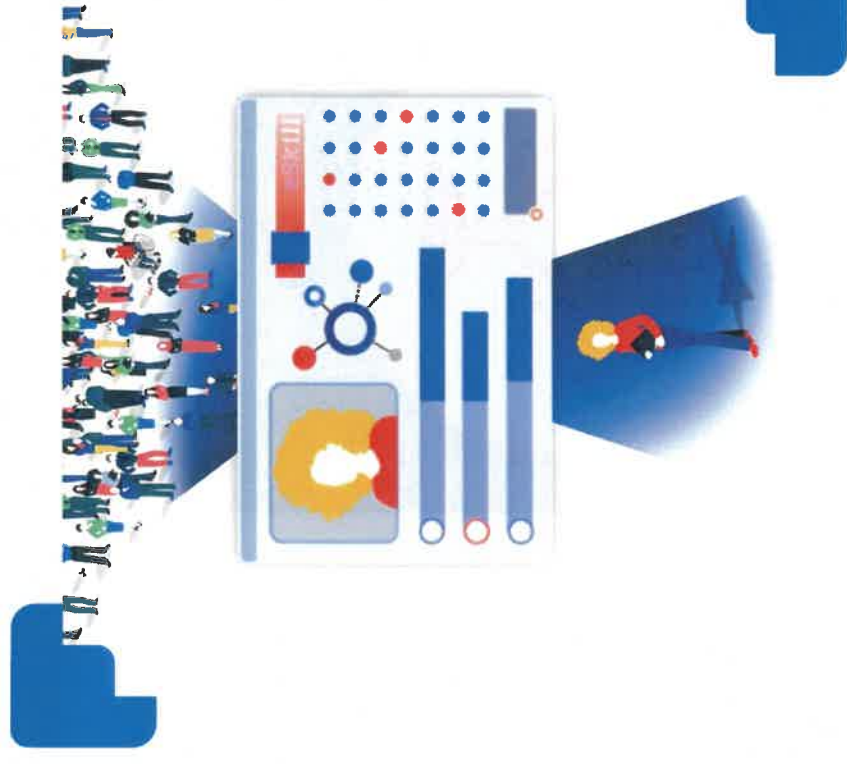
Pre Hire Assessment Approaches

eSkill

Assessment Efficiency

Solutions Over Time

Paper Tests | Behavioral | Standardized | Customized | eProctored

eSkill
- eProctored
- Customized
- Standardized
- Behavioral
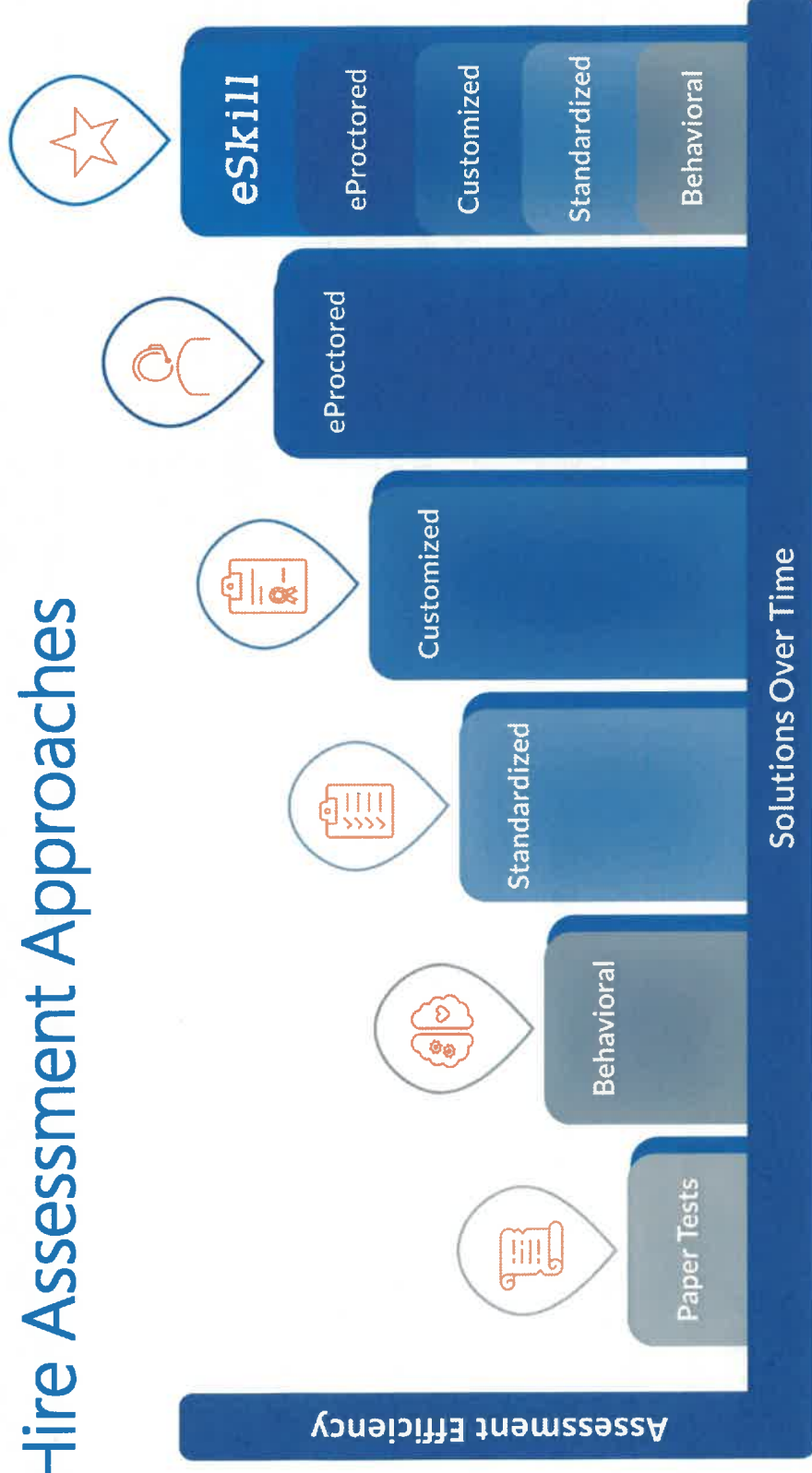
eSkill

eSkill Overview

22+ Years
of Experience in the Assessment Industry

19+ Million
Candidates Tested across Dozens of Different Industries

Thousands
of Customers Use eSkill Pre-Employment Skills Assessments Every Day to Measure:

- Hard Skills (Technical, Math, Excel)
- Cognitive Ability (Problem Solving, Logic, Attention to Detail)
- Behavioral Profile (Work Ethic, Adaptability, Etc.)
- Candidate Fit for Open Job Roles

Top Pre-Hire Platform

Year After Year

Badge	Category	Season
High Performer	Small Business	WINTER 2025
Highest User Adoption	Enterprise	WINTER 2025
Leader	Small Business	WINTER 2025
Best Est. ROI	Enterprise	SPRING 2024
High Performer	Mid-Market	SPRING 2024
Most Implementable	Enterprise	SPRING 2024

GetApp USER REVIEWS 4.5

Software Advice. 4.5
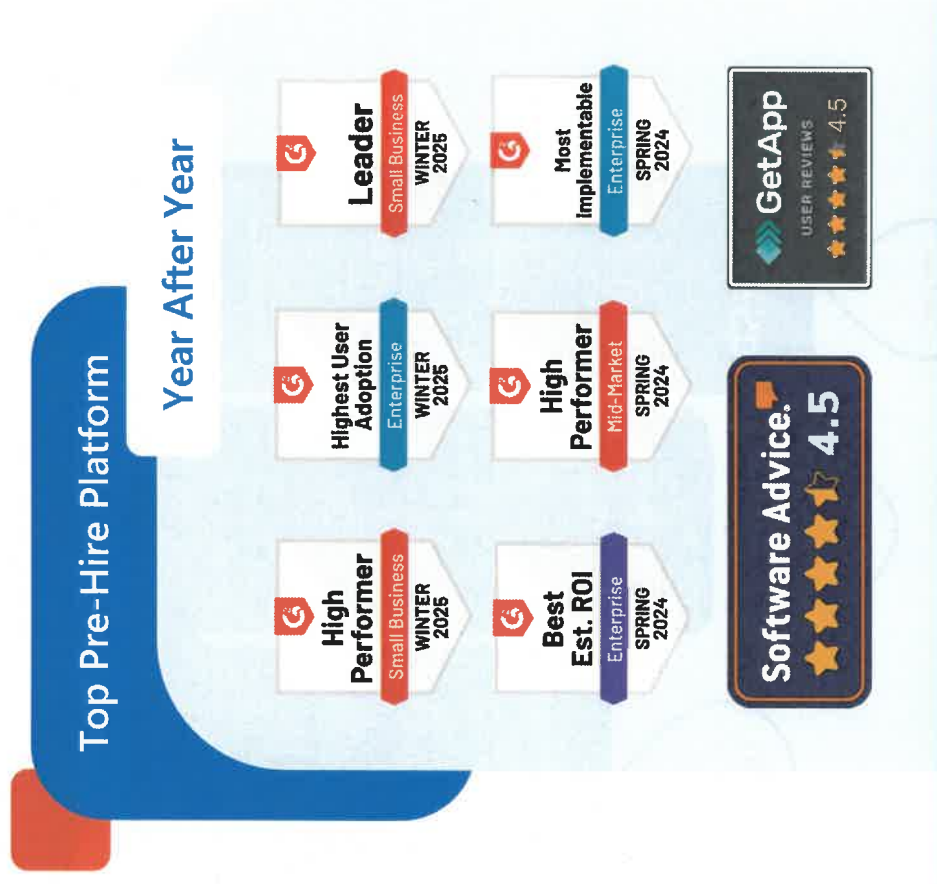
eSkill

eSkill Differentiators

Robust Customization

- Create a test specific to your unique job and company requirements.
- Mix-and-match questions or create your own from scratch.
- Adjust test length and difficulty to match hiring goals.

Extensive Hard Skills Test Library

- Tried-and-true content spanning over 600 subjects and 70,000+ Questions.
- Multiple question types including job simulations.

Assessment Experts

- eSkill experts that collaborate on test creation, analysis, & refinement.
- US-based support.
- Candidate support to improve hiring experience.

72% of all deployed eSkill tests are customized

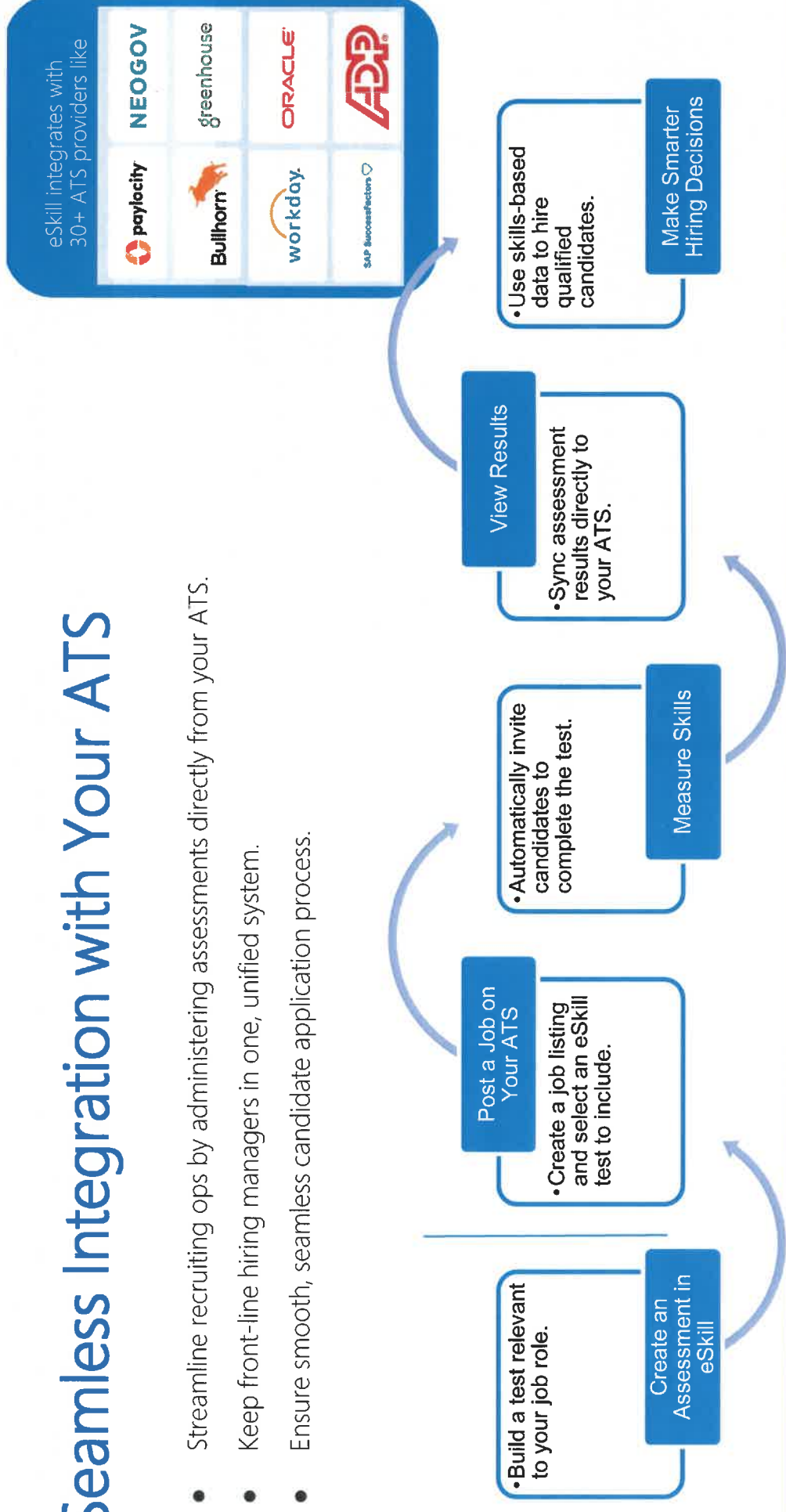**53%** of job-based assessments contain multiple subjects

60% of organizations that approach eSkill have no experience with pre-hire assessments
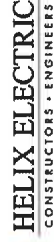
eSkill

Seamless Integration with Your ATS

- Streamline recruiting ops by administering assessments directly from your ATS.
- Keep front-line hiring managers in one, unified system.
- Ensure smooth, seamless candidate application process.

eSkill integrates with 30+ ATS providers like

NEOGOV · greenhouse · ORACLE · ADP · paylocity · Bullhorn · workday · SAP SuccessFactors

Create an Assessment in eSkill
- Build a test relevant to your job role.

Post a Job on Your ATS
- Create a job listing and select an eSkill test to include.

Measure Skills
- Automatically invite candidates to complete the test.

View Results
- Sync assessment results directly to your ATS.

Make Smarter Hiring Decisions
- Use skills-based data to hire qualified candidates.

eSkill

eSkill Helps Thousands of Companies Hire Better

eSkill

Pan American Health Organization

city of CINCINNATI

COSTCO WHOLESALE

Electronic Technologies International

PeoplesBank — A passion for what is possible℠

HELIX ELECTRIC CONSTRUCTORS · ENGINEERS

aria Care Partners

LORAM

Royal Caribbean Group

D·R·HORTON America's Builder

Canadian Nuclear Laboratories

@WORK

Physicians Mutual®

SAN DIEGO UNIFIED · SCHOOL DISTRICT

Hilton HOTELS & RESORTS

BART

curia

eSkill Customers Have Experienced

Reduce Screening Hours
75%

Lower Hiring Costs
$65,000

Decrease Time to Hire
50%

Retain New Hires
91%

Achieve Rapid ROI
3 Months

Improve Turnover
43%

eSkill

eSkill

Includes

- ✓ Pre-Built Assessments
- ✓ Mix and Match Questions
- ✓ Complete Test Library
- ✓ Customer Email and Chat Support
- ✓ 30-Day Onboarding
- ✓ Custom Branding
- ✓ Standard Integrations
- ✓ Video Questions
- ✓ One-Way Interviews
- ✓ Custom Communications
- ✓ Customer Phone Support
- ✓ Candidate Support
- ✓ Behavioral Tests
- Custom Questions
- Test Digitization & Uploads
- Team Grading
- Assessment Consulting
- Dedicated Account Manager

2025 Pricing

Starting at $10,000
500 Assessments/Annually

(Multi-Year Discount Approved)

Anti-Cheat now included!

5% - 2 yr Contract
10% - 3 yr Contract

5 Key Considerations for an Assessment Platform

Key Decision Factors	Critical Components	Why It Matters
1. Comprehensive Skills Coverage	• Industry-specific skill libraries • Technical proficiency tests for hard skills and office productivity apps • Job-relevant simulations	Ensures candidates can actually perform job requirements and meet compliance standards.
2. Customization & Flexibility	• Configurable test templates • Custom question creation tools • Hybrid assessments with standard and internal content	Addresses unique roles that don't fit generic templates and ensures that each assessment is relevant to the role.
3. Implementation Support & Service Quality	• Assessment strategy consulting • Technical implementation and onboarding support • Responsive customer & candidate support	Maximizes platform adoption and ROI through expert assistance and ongoing support, especially for organizations that don't have dedicated HR technology teams.
4. Test Integrity and Anti-Cheating	• Browser lockdown technology • AI-powered monitoring • Suspicious behavior alerts	Prevents poor hiring decisions and potential compliance risks in merit-based hiring environments with the 30% of candidates that attempt to cheat.
5. System Reliability & Integration	• High uptime guarantees • ATS/HRIS integrations • API connectivity options	Prevents recruitment disruption and maximizes ROI on existing HR technology investments.

What Our Customers Say about Us

"Seamless and easy; great support. Ability to assemble own tests. Ease of sending test notices and score reporting. **Great communication with eSkill's staff members.**"

CITY OF CLEVELAND

"Before eSkill, we did not have a formalized way to assess our candidates. As our company really started to grow in size, we started to notice the pains from hiring managers about the quality of candidates and recent hires. Once we started to use eSkill, **we saw improved confidence when hiring and more qualified employees.** We have not looked back since!"

ACERTUS

"By using eSkill, we now have the capability to test candidates and quickly evaluate their skills and aptitudes to ensure we are **identifying the best candidate for each role.**"

Vatica Health

"We have **reduced time-to-hire by at least two or three days** simply by eliminating inefficiencies in our process. Recruiters no longer have to manually screen applicants and there is no need to go back and forth with candidates to schedule and conduct interviews."

slingshot

"With the large database of questions readily available, **it is easy to create or alter a test** to fit a specific position or department. The website is user friendly for both the applicant and the administrator. The people at eSkill have been extremely helpful and friendly on any question that has arisen."

FedEx

"Endless combinations of testing/simulations content stays current and spans across so many disciplines. Was able to **truly see** candidate knowledge concerning specific disciplines and **their ability to successfully get the job done.**"

HIGHPOINT CAPITAL

eSkill

Purchase Agreement

This is not an invoice.

eSkill

Organization Name	City of Crest Hill	Address	20600 City Center Blvd. Crest Hill, IL 60403 US
Package Description	Growth Package:Standardized Tests, Mix-and-Match Tests, Complete Test Library, Anti-Cheat, Standard ATS Integration, Video Questions, Custom Branding, Behavioral Tests, 30-day Onboarding, Email/Chat/Phone Support, Candidate Support.	Order Date	12/30/2025
		Order Expiration Date	1/15/2026

Product Description	Sales Price	Quantity	Results annually up to	Total Price
Growth Package	USD 9,000.00	1.00	500	USD 9,000.00

Contract Start Date	1/6/2026	Service Term	12 months
Contract End Date	1/5/2027		

Payment Terms	Net 30	Total Due for Year 1	USD 9,000.00
Email (for invoices)	accountspayable@cityofcresthill.com	Total Price	USD 9,000.00

City of Crest Hill	eSkill
Name:	Name:
Title:	Title:
Signature:	Signature:
Date:	Date:

Please note there will be a 1.5% interest charged per month on late invoices.

This Service Order is governed by the Terms of Service that can be accessed at **https://www.eskill.com/terms-of-use**.

By signing this order form, I acknowledge I have read and understood the **Privacy Policy**.