

### Phone Interview Guide

Job Title: Staff Support Associate II

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Candidate: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_

Interviewer: \_\_\_\_\_

#### Opening the Phone Interview

- Introduce yourself.
- Clarify the reason for the call and confirm the candidate is still interested in the position. **Example:** *“During this phone interview I would like to learn more about your skills and abilities as they relate to the Staff Support Associate II position with the Department Name as well as provide you with additional details about this opportunity. Are you still interested in this position?”*
- Ask the salary question. **Example:** *“This position was posted with a minimum salary of \$12.17/hour and a maximum of \$18.86/hour. However, this is the true lifetime minimum and maximum of the position. Hiring departments determine salary based on factors which include experience, education, and departmental budget. Our goal is to ensure equity within the department for members in the same grade. A more realistic salary range that we would be able to offer is \$12.17 /hour to \$14.00 /hour. Is this acceptable? **[If the candidate answers “yes” then continue with the interview. If the answer is no, skip to the closing.]** Yes / No*
- Set time frame for call. **Example:** *“I expect this call to last no longer than 30-45 minutes.”*
- Explain where you are in the hiring process. **Example:** *“A total of 62 candidates have applied for this position. I am in the process of conducting phone interviews with 6 applicants.”*
- Clarify any questions/concerns from application materials (i.e. application, résumé, cover letter).
- Give a brief description of how the interview will flow. **Example:** *“I will ask you a few behavior based questions. I am looking for specific situations or tasks from your past experiences, your role, any action you took, and the outcome of that particular situation or task. Then we will talk more about the job and the university. At the end of the interview, I will give you an opportunity to ask any questions you may have. Are you ready?”*

#### The Interview

##### Key Background Review

Position Title: \_\_\_\_\_ Dates Employed: \_\_\_\_\_

Major Responsibilities:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Position Title: \_\_\_\_\_ Dates Employed: \_\_\_\_\_

Major Responsibilities:

\_\_\_\_\_

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## ***Interview Questions***

1. It is important to maintain a professional and friendly disposition when greeting visitors and guests. Tell me about a position you've held where making a good first impression was important.

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2. Describe a time when you provided quick and thorough service in response to a request or problem.

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3. What procedures have you used to organize information in your work area? Tell me about a time when one of these procedures helped you.

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4. [Let the candidate know this will be your last interview question.] The essential job functions of this position require you to: effectively communicate to a variety of individuals; demonstrate professionalism at all times; maintain confidentiality; be exposed to computer terminals, and sit frequently for extended periods of time. *Can you perform these responsibilities with or without reasonable accommodations?* Yes / No

### **Closing the Phone Interview**

- Provide information about the position, department, and UK, etc.
- Ask the applicant if they have any questions. Notes:

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- Set an expectation of the next steps. **Example:** *"I plan to complete phone interviews by next Friday . After that I will identify the top candidates to bring in for in-person interviews. I will contact everyone regarding the next step by the following Friday ."*
- Thank the applicant for their time and end the interview.