

Phone Interview Guide

Job Title: Administrative Support Associate I **Date:** ___/___/___ **Time:** _____
Candidate: _____ **Phone Number:** (____) _____
Interviewer: _____

Opening the Phone Interview:

- Introduce yourself.
- Clarify the reason for the call.
 - Confirm the candidate is still interested in the position.
 - Clarify any questions/concerns from application/résumé.
 - Provide position information.
 - Explain where you are in the hiring process. **Example:** “A total of _____ candidates have applied for this position. I am in the process of conducting phone interviews with _____ applicants.”
 - Answer candidate’s questions regarding the position/posting.
- Set time frame for call. **Example:** “I expect this call to last no longer than _____ minutes.”
- 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

1. Tell me about the most you’ve ever done to obtain information to better understand a customer. What did you do? How did the information improve your service?

2. Have you planned any conferences, programs, workshops, or events? Describe the steps involved in planning one of these.

3. This position was posted with a minimum salary of \$_____/hr (or yr) and a maximum of \$_____/hr (or yr). However, this is the true minimum and true maximum of the lifetime 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 be \$_____/hr (or yr) to \$_____/hr (or yr). Is this acceptable? **[If the applicant answers “yes” then continue with the interview. If the answer is no, skip to the closing.]** Yes / No
4. What experience do you have in preparing and monitoring cost reports? Give me an example that shows your level of expertise?
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5. Tell me about a job you’ve had that required high attention to small details. How satisfied/dissatisfied were you with that, and why?
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6. [Give brief overview of the position.] The essential job functions of this position require you to: sit for extended periods of time; provide exceptional customer service; communicate and work with individuals from various backgrounds; be detail-oriented; and have strong organizational, problem-solving and decision making skills. Can you perform these responsibilities with or without reasonable accommodations?
Yes / No

Closing the Phone Interview

- Let the candidate know that was the last question.
 - Set an expectation on what to expect next. **Example:** *“I plan to complete phone interviews by _____. After that I will identify the top _____ individuals to bring in for in-person interviews. I will contact everyone with feedback by _____.”*
 - Provide any additional information about the job, UK, etc.
 - Ask the applicant if they have any questions. Notes:
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- Thank the applicant for their time.
 - End the interview.