

## Phone Interview Guide

**Job Title:** Student Office Worker **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 **Office Worker** position with the **Department Name** as well as provide you with additional details about this opportunity. Are you still interested in this position?”
- Set a time frame for the call. **Example:** “I expect this call to last no longer than 30 minutes.”
- Explain where you are in the hiring process. **Example:** “A total of \_\_\_ applicants have applied for this position. I am in the process of conducting phone interviews with \_\_\_ candidates.”
- Clarify any questions/concerns from application materials (i.e. application, résumé, cover letter, etc.).
- Ask the salary question. **Example:** “This position was posted with a minimum salary of **\$8.00/hour** and a maximum of **\$10.00/hour**. Hiring departments determine salary based on factors which include experience, education and departmental budget. A realistic salary that we would be able to offer is \_\_\_\_\_. Is this acceptable? **Yes / No**
- Give a brief description of how the interview will flow. **Example:** “I would now like to ask you a few behavior based questions. I am looking for specific situations or tasks from your past experiences. With each answer I would like to know 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. What experience do you have operating computers (or other office equipment)? How proficient are you?

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2. Describe a time when you had to ask questions and listen carefully to clarify the exact nature of a customer's problem.

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3. Tell me about a time when your school course load was very heavy and how you tried to get the work done.

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4. What interests you most about this position?

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5. **The essential job functions of this position require you to:** sit at a desk for extended periods of time; operate a computer and navigate technical systems; communicate effectively through written, verbal and non-verbal means with individuals from various backgrounds; provide excellent customer service; maintain high levels of confidentiality, concentration and mental attention; pay close attention to detail; and have strong organizational and time management skills. Can you perform these responsibilities with or without reasonable accommodations? **Yes / No**

This position requires you to work primarily days; Mondays, Wednesdays and Fridays from 1:00 – 5:00 pm. . Are you able to meet this requirement? **Yes / No**

**Closing the Phone Interview:**

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

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- Thank the candidate for his/her time.
- Set an expectation of what to expect next. **Example:** “I plan to complete phone interviews by\_\_\_\_\_. After that I will identify the top candidates to bring in for in-person interviews. I will contact everyone regarding the next step by \_\_\_\_\_.”