



CONDUCTING EFFECTIVE TELEPHONE INTERVIEWS.....

Preparing for the Telephone Interview

- 1. Review job requirements**
 - ✓ Have a copy of the current job description and posting available during the screening session
- 2. Review applicant's resume, cover letter and profile**
 - ✓ Familiarize yourself with the applicant's cover letter, resume, and staff/faculty profile
- 3. Develop appropriate questions and outline what you expect for answers**
- 4. Prepare a questionnaire and candidate evaluation form that will be used for all applicants**
 - ✓ Sample Telephone Interview Questionnaire
- 5. Prepare a brief overview about the position and department organization**
 - ✓ Outline structure of department, general responsibilities of position, current status of opening, reporting structure, etc.
- 6. Block out appropriate amount of time to conduct telephone interviews to avoid interruptions**

Conducting the Telephone Interview

- ✓ Provide the candidate with a brief introduction of yourself, the Department you represent with the University – make the candidate feel comfortable
- ✓ Present a general overview of the career opportunity
- ✓ Take good, concise notes
- ✓ Listen to what the applicant says and how it is said
- ✓ Ask each candidate the same core questions
- ✓ Question inconsistencies in what the applicant says
- ✓ Use silence as a tool
- ✓ Take time to answer the applicant's questions
- ✓ Follow up with responses to unanswered questions in a timely manner
- ✓ Don't make commitments you can't keep
- ✓ Explain the rest of the selection process

Tips to Remember

- ✓ This call will be the applicant's first contact with the University (first impressions are important)
- ✓ Do not invite callers in for the interview during the conversation, instead explain that you will be in contact upon completing all initial interviews
- ✓ Identify the next steps in the interview process

Sample Effective Telephone Interview Questionnaire

Work and Education History

Have the candidates explain every change from position to position. Here you are looking for: signs of pro-activity, intensity, intelligence, dedication to excellence and willingness to “roll-up the sleeves”.

Why did you choose Saginaw Valley State University? _____

What appealed to you the most? _____

What do you find least appealing? _____

Why are you looking to leave you current position?

Future Goals

(Looking for a good fit for the University.)

What are your career goals? _____

What kind of environment are you seeking? _____

Why SVSU? _____

Experience/ Track Record (Focused Interview Questions) This section would include competency based interview questions in the areas that have been identified as critical for this position. (See Focused Interview Questions for sample questions broken down by competency)

What is the highest impact project you have ever completed? _____

Give an example of a time when you went beyond expectations to complete something.

What are the 3 biggest risks you have taken in your life? _____

What was the most complex project you have ever been part of? _____

What motivates you? _____

What have been your best and worst decisions? _____

What were your most important decisions? _____

How did you handle working with difficult, scarce resources? _____

What were your prior bosses like? _____

What did they feel was your style? _____
