

# CONDUCTING TELEPHONE INTERVIEWS ...



## Preparing for the Telephone Interview

- 1. Review Job Qualifications**
  - ✓ *Have a copy of the current Position Description and Job Posting available during the screening session*
- 2. Review Applicant's Resume**
  - ✓ *Familiarize yourself with the applicant's cover letter, resume, application, and references (if provided)*
- 3. Develop appropriate questions and outline what you expect for answers**
  - ✓ *Obtain input from those who will work with the new person*
- 4. Prepare a questionnaire and evaluation form that will be used for all applicants**
  - ✓ *Sample Telephone 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. Prepare for the common questions**
  - ✓ *Typical questions may include job specifics, salary, benefits, interview process, hiring time frame*
- 7. Block out an appropriate amount 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 within the University, and identify that you received their application for the position of (title)**
- ✓ **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**
- ✓ **Take your time - don't rush through the process**
- ✓ **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 (i.e., scheduling an interview at this time)**
- ✓ **Explain the rest of the selection process**

## Remember These Tips

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

*Adapted from the publication: Sourcebooks, Inc., Smart Hiring, Wendover, Robert (1995)*

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