

## Phone Interviews

The purpose of a phone interview is to help make the hiring process more efficient. Phone interviews can help you determine if the candidates experience and expectations are a good match for the position and Jessup. Phone interviews are typically short -- 15 to 20 minutes.

You can also send these types of questions via email if you're looking to determine responsiveness to emails, how the candidate communicates via email, etc.

### **Suggested Process**

1. Determine who is going to do the phone interviews and what questions you are going to ask.
  - Plan to ask all the candidates the same questions, unless there are other specific questions about the candidate's resume.
2. It can be helpful to schedule the phone interview in advance via email, especially if the candidate is employed.
3. Plan a brief introduction -- who you are and what your role is in the hiring process.
4. Take notes as you conduct the phone interview.

### **Questions:**

#### **FIT:**

What was it about the job posting that attracted their attention? Follow up: Why Jessup?

- Tells you that they remember the job and what caught their attention
- If what they are interested in is a minor part of the job may need to follow up with questions about the major aspects of the job.

What are they ideally looking for in their next position?

- Does the position and Jessup offer what they are looking for?

If employed, why are you looking to make a change?

- Understanding their motivation for leaving their current job can be helpful. For example, if it's due to an issue that we have here - may not be a great fit.

If unemployed: Looks like you left your last position with xyz company in (May), why did you leave?

What are your salary expectations?

- If the candidate won't answer this outright, you may have to offer up some information to help continue the conversation. For example:
  - *Jessup is a private non-profit university and our pay is consistent with other local non-profits. The position pays somewhere in the low-30's or between \$15 and \$18 an hour Is that consistent with your expectations?*

**Specific questions for the position** For example:

- Describe your experience working in an HR department or tell me about your experience with advising students, etc.
- This position requires occasional work on the weekends and evenings, are you able to commit to a position that requires these hours?
- This position requires experience with xyz technology, tell me about your experience with xyz?
- This position is subject to multiple interruptions from students, staff and faculty, how do you stay organized in that sort of environment.
- This position requires overnight travel to recruiting events, are you able to commit to a position that requires travel.

**Behavioral Questions:** These help gauge how someone would respond to a particular situation. They should be job specific to a common situation in the position and not have a yes or no answer, for example:

- In Financial Aid, we handle a lot of confidential financial information, how would you respond to a co-worker who was asking questions about a particular financial aid applicant?
- In the Provost's office, there are many interruptions from Students, Faculty, other Staff. Tell me about a time when you had to handle multiple priorities -- how did you determine who had priority and how did you handle the other requests?
- Give me an example of a stressful situation you've encountered at work and how you handled it?
- Give me an example of when you had to deliver tough news to someone and how you handled it?

**Specific Questions about any redflags:**

For example: if that candidate has what appears to be a long commute.

- This position requires someone to be on campus Monday - Friday from 8 until 5. Are you able to meet that commitment?

**Faith:**

Jessup is a Christian University, have you reviewed Jessup's Community Covenant on our website, do you have any questions? Or, you signed the Statement of Faith, do you have any questions?

**Process/Timing:**

Where are you in the process with interviews with other organizations?

- If someone is at the end of their career search and you believe them to be a good candidate you can gauge how quickly you need to proceed if you know where the candidate is in their job search.

What is your availability for interviews in the next 10 days (or whatever your specific timing is)?

Do you have any questions?

End with thanking them for their time and describing the process. For example:

We're conducting telephone interviews for the next couple of days and then we'll invite our top candidates in for an on-campus interview. We'll get back to you either by phone or email.