



The Job Interview

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 "How to Conduct a Job Interview" developed by the
 New York State Department of Civil Service
<http://www.cs.ny.gov>

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The Job Interview

- A valuable opportunity
 - For you to learn about the candidate
 - For the candidate to learn about the job
- Helps predict more accurately how a candidate might perform in the job

 **The Job Interview Requires Planning!**

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Planning - Seven Steps

1. What the Job Requires
2. Information You Need from the Candidate to Predict Success
3. Outline the Interview Process
4. Record and Summarize Information About the Candidate
5. Schedule Interviews
6. Notify the Candidate
7. Review the Candidate's Information

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1. What the Job Requires

- Define the job and what qualifications are required
- Describe essential duties
- Describe working conditions

Be Positive: Remember that the candidate is also making an employment decision –
 *You may be competing for an exceptional candidate

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2. Information You Need

Develop a limited set of specific questions pertaining to the essential duties and responsibilities of the position

Probe for the candidate's strengths and weaknesses

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3. Outline the Interview Process

Six-Step Interview Plan

1. Introduction
2. Review the Application
3. Describe the Job
4. Candidate Self-Assessment
5. Candidate Clarification
6. Closing

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4. Record Information

Develop Standardized Format to record Interview Notes

- Skills for Meeting Job Requirement⁸⁸
- Factors
 - Confidence
 - Appearance
 - Work Experience
 - Communication Skills, etc.

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5. Schedule Interviews

- Allow enough time – not too many in one day
- Do not take weeks
- Consider location
- Develop schedule that does not adversely affect your other responsibilities
- Coordinate schedule with others who will interview

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6. Notify the Candidate

Invite Candidate for Interview

- Confirm title of position, salary, temporary or permanent
- Time, location, directions
- Name of interviewer
- Procedure for cancellation or rescheduling

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7. Review the Candidates Information

- Vagueness about employment history
- Inconsistencies or gaps in background
- What candidate considers important by what is highlighted in resume
- Experience from which to develop interview questions

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Questions You Cannot Ask?

- Age?
- Marital Status?
- Family/Relatives?
- Sexual Orientation?
- Religion?
- Club/Organizational Memberships?
- Criminal Record?

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Topics to Cover

Let the candidate do most of the talking!

1. Work Experience
2. Relevance of Education
3. Outside Interests

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Interviewing Techniques

- Effective Listening – cannot be emphasized enough
 - Do not let negative reactions become obvious
- Echoing – prods the candidate to offer more
- Level of Language
- Handling “problem” candidates
 - Wasting time
 - Avoiding questions
 - Extremely nervous

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Group Interviewing

- Planning process needs to specify roles, organization of questions, leader
- Can be intimidating
- Evaluation scoring

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Notification

Selected Candidate

Telephone with written follow-up instructions

- Date, Time, Place to Report, Documentation Requirements
- New Employee Orientation
- Policy on Initial Employment Probation

Unselected Candidates

Inform all candidates that a selection has been made

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After the Interview

- Complete Interview Form immediately
- Narrow the Field – identify top 3-5 candidates
- Check References
- Making the Decision
 - Ability to do the work
 - Interest in doing the job
 - Potential for Growth
 - Ability to adjust to the new job environment

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