

# {AGENCY}

Phone Interview {1/2} – {JOB-TITLE}

Script and Proficiency Determination

## Instructions

1. Save the document using the naming convention: [ApplicantName]Interview[Number] (i.e., JaneDoeInterview2)
2. Read the introduction script when you begin conducting the interview.
3. Ask applicants all questions. If they go off track, you can repeat or clarify questions as needed. If they are not providing enough detail, ask the probe questions.
4. Transcribe the applicant's response to the best of your ability.
5. Specify the proficiency level displayed by the applicant for each competency.
6. Email this document to {EMAIL} within 24 hours of the interview.

<b>Applicant Name:</b>	
<b>Interviewer Name(s):</b>	
<b>HR Specialist Name:</b>	
<b>Interview Date:</b>	

## Reminders

- Try to make the applicant feel comfortable. Phrase the questions conversationally; don't *sound* like you're just reading from a script.
- You cannot add or skip questions, but you can clarify or repeat them as necessary. Take advantage of probe questions.
- If the applicant takes more than 10 minutes to join the call, end the call and write "No-Show" in the Interview Analysis. Submit this template to HR and the schedulers, and make a note in the email body that it is a no-show.
- No matter how the interview is going, to provide a good experience to the applicant, make sure to complete the interview by asking all of the questions.

## Questions that might come up

Q: Can I ask you questions about the process? Time frame? Number of steps? Number of vacancies? Salary?

A: You can contact HR with any process questions – most of this information is listed in the job announcement.

Q: When will I get to ask questions about the job itself?

A: You will have the opportunity to speak with the hiring manager at the end of the process if you proceed.

## Introduction Script

Spend about 4-5 minutes, mentioning the following in your own words:

- Verify you're speaking with the correct applicant.
  - Introduce yourself.
  - Inform them that it is the {first/second} interview for the {JOB-TITLE} position at {AGENCY}.
  - They can write questions down, and you can repeat or clarify the questions as needed. Take about 2 minutes to describe your role and what it's like to work at {AGENCY}.
  - Let them know that you will be transcribing the interview and might need to pause to capture everything.
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## Question 1 (Required)

### <insert question 1>

CORE Competency: {CORE-COMPETENCY-1} (*Do not communicate competencies to applicant*)

Follow-up questions (*required if not covered in their first response*):

- **<insert follow-up questions>**

Probe questions (*optional*): **<customize the following questions as needed>**

- What would you do next?
- Who would you involve?
- Can you tell me more about \_\_\_\_ ?
- How would you set priorities?
- Is there anything else you would suggest?
- How would you know if your solution worked?

## Transcript

<SMEs enter transcript here>

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## Question 2 (Required)

**<insert question 2>**

CORE Competency: {CORE-COMPETENCY-2} *(Do not communicate competencies to applicant)*

Follow-up questions *(required if not covered in their first response)*:

- **<insert follow-up questions>**

Probe questions *(optional)*: **<customize the following questions as needed>**

- What would you do next?
- Who would you involve?
- Can you tell me more about \_\_\_\_ ?
- How would you set priorities?
- Is there anything else you would suggest?
- How would you know if your solution worked?

## Transcript

*<SMEs enter transcript here>*

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## Question 3 (Required)

**<insert question 3>**

CORE Competency: {CORE-COMPETENCY-3} *(Do not communicate competency to applicant)*

Follow-up questions *(required if not covered in their first response)*:

- **<insert follow-up questions>**

Probe questions *(optional)*: **<customize the following questions as needed>**

- What would you do next?
- Who would you involve?
- Can you tell me more about \_\_\_\_ ?
- How would you set priorities?
- Is there anything else you would suggest?
- How would you know if your solution worked?

## Transcript

*<SMEs enter transcript here>*

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## Question 4 (Required)

### <insert question 4>

CORE Competency: {CORE-COMPETENCY-4} (*Do not communicate competency to applicant*)

Follow-up questions (*required if not covered in their first response*):

- **<insert follow-up questions>**

Probe questions (*optional*): **<customize the following questions as needed>**

- What would you do next?
- Who would you involve?
- Can you tell me more about \_\_\_\_ ?
- How would you set priorities?
- Is there anything else you would suggest?
- How would you know if your solution worked?

## Transcript

<SMEs enter transcript here>

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## Conclusion Script

“That’s the end of our interview; thanks for taking the time out of your day. HR will notify you about next steps and can answer any process questions. In addition, applicants who make it through the qualifications interviews will be able to speak to the hiring manager who will be able to answer any specific questions you have.”

# Proficiency Determination

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Question 1 – {CORE-COMPETENCY-1}

<insert question 1>

Good responses

- <insert good response>

Good responses (Follow-up question)

- <insert good response>

**{CORE-COMPETENCY-1}: Proficiency Levels**

<insert CORE-COMPETENCY-1 description>

Select the applicant’s proficiency level for this competency:	
_____	<b>Does not meet</b>
_____	<b>Meets (Minimum qualification)</b> <insert “meets” PROFICIENCY-LEVEL-1 description>
_____	<b>Exceeds</b> <insert “exceeds” PROFICIENCY-LEVEL-1 description>

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## Question 2 - {CORE-COMPETENCY-2}

<insert question 2>

Good responses

- <insert good response>

Good responses (Follow-up question)

- <insert good response>

### **{CORE-COMPETENCY-2}: Proficiency Levels**

<insert CORE-COMPETENCY-2 description>

Select the applicant's proficiency level for this competency:	
_____	<b>Does not meet</b>
_____	<b>Meets (Minimum qualification)</b> <insert "meets" PROFICIENCY-LEVEL-2 description>
_____	<b>Exceeds</b> <insert "exceeds" PROFICIENCY-LEVEL-2 description>



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## Question 3 – {CORE-COMPETENCY-3}

### <insert question 3>

Good responses

- <insert good response>

Good responses (Follow-up question)

- <insert good response>

### {CORE-COMPETENCY-3}: Proficiency Levels

<insert CORE-COMPETENCY-3 description>

Select the applicant's proficiency level for this competency:	
_____	<b>Does not meet</b>
_____	<b>Meets (Minimum qualification)</b> <insert "meets" PROFICIENCY-LEVEL-3 description>
_____	<b>Exceeds</b> <insert "exceeds" PROFICIENCY-LEVEL-3 description>

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## Question 4 – {CORE-COMPETENCY-4}

### <insert question 4>

Good responses

- <insert good response>

Good responses (Follow-up questions)

- <insert good response>

### **{CORE-COMPETENCY-4}: Proficiency levels**

<insert CORE-COMPETENCY-4 description>

Select the applicant's proficiency level for this competency:	
<input type="radio"/>	<b>Does not meet</b>
<input type="radio"/>	<b>Meets (Minimum qualification)</b> <insert "meets" PROFICIENCY-LEVEL-4 description>
<input type="radio"/>	<b>Exceeds</b> <insert "exceeds" PROFICIENCY-LEVEL-4 description>

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## Interview Analysis

**You must write a few sentences analyzing the applicant's responses to the questions.**

*<SMEs enter interview analysis here>*

# HR USE ONLY – Assessment Score

Competency	Record which level the applicant meets for each competency.		
CORE: You must rate all of the following:	Does Not Meet (x)	Meets (x)	Exceeds (x)
{CORE-COMPETENCY-1} ({PROFICIENCY-LEVEL-1})			
{CORE-COMPETENCY-2} ({PROFICIENCY-LEVEL-2})			
{CORE-COMPETENCY-3} ({PROFICIENCY-LEVEL-3})			
{CORE-COMPETENCY-4} ({PROFICIENCY-LEVEL-4})			

Final Rating	Rating (0 – 2)
{JOB-TITLE}	

## Interview Assessment Rating Definitions

**0 - Does Not Meet Requirements:** Give the applicant a "0" if the SME determined that the applicant's answers did not meet proficiency levels for some or all competencies.

**1 - Meets Requirements:** Give the applicant a "1" if the SME determined that the applicant's answers met the required proficiency levels for all required competencies.

**2 - Exceeds Requirements:** Give the applicant a "2" if the SME determined that the applicant's answers met all required proficiency levels for required competencies AND exceeded at least one.