**Recruitment I: Phone Interviews**

* **Background:** In this module, you will learn to utilize the recruitment skillset to develop your communication skills and talent development skills.
* **Impact:** You will be applying new skills to help grow and strengthen our organization.
* **Overview**: This module will cover the essentials of recruitment at Neighborhood Rescue of America. You will then get the opportunity to do mock for our organization. Aside from making you a stronger leader in our organization, it will also provide you with the valuable skill of recruitment, which can be applied in any other organization throughout your career.

**Skillset Focus**

* Pitching Ideas
* Recruitment
* Business Development
* Assessing Skillsets
* Business Management
* Leadership

**Video Links**

* Watch the [Recruitment Training Video](https://www.youtube.com/watch?v=JJclFnDHcec&feature=youtu.be) and our [Ethics Video](https://youtu.be/ht9oHSZwUNU)

**Key Components of a Phone Interview**

1. **Level-Set the Interview:** Let them know the process, and length of the interview (10 mins)

* No giggling
* Brief small-talk is ok

1. **Pitch:** who we are, and what the internship consists of
2. **Screening:** ask the candidate questions about their resume
3. **Questions:** ask if the candidate has any more questions about the internship
4. **Next Step**: I’ll speak to the leadership team, and if selected, we will be in touch. You can expect an answer in 1-2 weeks.

Continue to the Next Page for the Interview Script.

**Phone Interview Script A**

**Hi \_\_\_\_\_? This is Xuechun from Neighborhood Rescue of America.**

**Do you have time for a quick 10-minute interview?**

**(If they say no). No problem, when could I give you a call back this week? (Find a time that works for both of you)**

**(If they say yes) OK, sounds great!**

**So first, I’ll tell you about our organization and how we got started;**

**next, I’ll tell you about the internship you applied to;**

**then we’ll talk about your resume. OK?**

[in any interview pitch, be aware of “the catch”—why is this position so interesting?]

**Let’s talk about our organization: Neighborhood Rescue began from a project in Las Vegas. The idea was to lead a community revitalization project using zero government funding. The project was only 21 field days, and we achieved a reduction in crime and provided a positive economic impact.**

**If they ask for statistics, you can use the number below:**

* a 75% reduction in crime,
* a $10 million positive economic impact,
* and over a million dollars in free press from news stations and media outlets

**We did this through partnerships with local community leaders, and emphasized revitalizing the community with an emphasis on children. So for example, in Las Vegas, we partnered with Big Brothers Big Sisters of America** (which is a mentorship program**), and the Guardian Angels, which are a public safety nonprofit.**

**There was a lot that went on before the field days in Las Vegas and a lot that went on behind the scenes to ensure success. This is what you will be helping with during your internship.**

**Do you have any questions about our organization, and what we do?**

**Did you check out the documentary on our website?**

(If not, I recommend you go check it out after this interview, there are great contents on the website along with examples of our previous projects.

**Next, I’ll introduce you our intern program: the internship program is 9 weeks long. During the intern, you will start by learning about our organization and you’ll also meet the rest of our team.**

**This first week of this intern is your orientation week. It is a good introduction to the organization. If after your orientation week you do not think the internship is right for you, please let us know. You will get as much out of the internship as you put in and we need committed interns to help make us successful.**

* **The internship you applied to is 15-20 hours/week, unpaid**, position as a Level 1 intern. We all started as Level 1, and progressed through the organization.
* Each week we assess everybody’s performance, and **you’ll be considered for a paid position in our parent company, ESR Global, which is a recruitment firm.** You can learn more about them on their website, which is esr.global. We also welcome interns to stay on as volunteers after the completion of their internship to continue impacting communities.
* Our interns and staff are all around the country, and we’ll have team meetings over Zoom, which is a connectivity toolkit similar to skype. We also have a collaboration tool similar to facebook for announcements and chat which is called workplace. Organization weekly meetings take place Tuesdays at 7 pm eastern, 4 pm pacific. You will also have team meetings depending on what team you are on as well. There will also potentially be office days once a week where you will be expected to report to an office.
* **There is a requirement to attend weekly organization meetings held each Tuesday. Is this something you can do? Would you be able to attend the office days on Fridays? For how many hours?**

**Great, as for specifics:**

First, you’ll have an orientation week, then in weeks 1 to 4 of the internship you will learn the basics of research, fundraising, recruitment, business development, and social media. You will then in weeks 6-8 be able to select which of these projects you want to focus on. **There will also be in the field community engagement opportunities that we expect you to participate in. This is a unique part of the internship where you get to go into the field and engage with the community.** We also offer the opportunity for you to develop your leadership capabilities by leading internal teams and, if interested, potentially taking part with more in the field work.

**Any questions about our internship, before we talk about your resume?**

1. Ask about education. “Are you currently in school?” If so, ask if full time or part time. Don’t just settle for an answer of no or yes, dig deeper.
2. Are you currently working? Full-time or part time. Do you have 15-20 hrs/week for this internship?
3. **We are an organization of driven individuals looking to make a difference, how do you think you would fit into this culture?**
4. [Ask some open-ended questions]
   * What are you hoping to do with your degree?
   * What drew you to apply to this internship?
   * **Think of your own**
5. When would you be looking to start? (Internship has to start on a Monday)

**That’s all the questions I have for now. You seem like an excellent candidate for this internship. Do you have any more questions for me? The next step our leadership team and I will discuss your qualifications, and you can expect a decision within 1-2 weeks. Please look for that decision in your email inbox. (confirm that we have the correct email on file and that is it not a .edu email).**