These were all information and interview sheets that I created to help the call center streamline its hiring process. These documents capture my analytical and thorough nature.

As part of the interview process, we would vet potential hires calling ability to see if they would be a good fit for the call center. Before I created these sheets it was a mostly subjective process, which made hiring decisions overly subjective based on the interviewer’s preferences. Additionally, interviewees were only given a basic script to prep for this section of the interview, so it was difficult to judge between inexperience and incompetence.

This project aimed to tackle these issues by making it clear what was expected of the interviewees and by explicitly stating what the interviewers should look for during the mock call. Under direction from management I drafted all the following documents and spent a couple weeks molding and shaping them according to management’s desires.