

STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE

|                   |  |                 |  |       |  |
|-------------------|--|-----------------|--|-------|--|
| Applicant's Name: |  |                 |  |       |  |
| Interviewers:     |  | Interview Date: |  | Time: |  |

**1. Introduction:**

- Briefly introduce yourself with job title and describe role in the department
- Describe the Office Associate I position and desired skills/qualifications for incumbent

**2. Veterans Preference (LB 588) documentation may be requested**

|   |  |
|---|--|
| 1. Veteran with no disability                     | a. DD Form 214   |
| 2. Disabled Veteran                               | a. DD Form 214<br>b. Copy of US Department of Veterans Affairs demonstrating disability  |
| 3. Spouse of one hundred percent disabled veteran | a. DD Form 214 of veteran spouse<br>b. Copy of US Department of Veterans Affairs demonstrating one hundred percent disability<br>c. Proof of marriage valid under Nebraska State Law |

**3. Recommended Skill Tests after Hiring Manager Interview**

- Microsoft Word – 2010 (if required skill)
- Microsoft Excel – 2010 (if required skill)
- Data Entry (if required skill)
- Typing Test (if required skill)
- Other required skills

*HR Staffing is prepared to administer testing by providing a quiet environment with applicant assistance. All testing must be set up through the HR Staffing office.*

STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE

**Work Experience**

1. Please describe your previous work experience and how it relates to the Office Associate I position.
  - a. What interested you in this opportunity and why do you think you would be a good fit?

**Technical Expertise**

1. Please rate your proficiency level on the following; (1 being low and 5 being high)

|                 | Rating |   |   |   |   | Notes |
|-----------------|--------|---|---|---|---|-------|
| Microsoft Excel | 1      | 2 | 3 | 4 | 5 |       |
| Microsoft Word  | 1      | 2 | 3 | 4 | 5 |       |
| Total           |        |   |   |   |   | xx    |

|  |
|--|
| STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE |
|--|

**Innovation:** Search for a better way. Seek and implement ideas and approaches that can change the way the world discovers, teaches, and heals. Drive transformational change.

1. Tell me about an important project/task/assignment you were on for an integral customer in which the specifications for the assignment changed while working on the project/task/assignment.
  - a. What was your response to the change?
  - b. How did you ensure that the final product was satisfactory?

**Teamwork:** Respect diversity and one another. Communicate effectively and listen well. Be approachable and courteous. There is no limit to what we can achieve when we work together.

1. Tell me about an experience you have had working with a new employee.
  - a. What was your working relationship like?
  - b. What did you do to establish the relationship?
  - c. Provide an example of a successful working situation with this employee.
  
2. Describe an occasion when you decided to involve others in making a decision.
  - a. Who/why did you decide to involve?
  - b. How did you use their input?

|  |
|--|
| STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE |
|--|

**Excellence:** Strive for the highest standards of safety and quality in all that you do. Work to achieve exceptional results.

3. In your most recent position, how did you know if your internal/external customers were satisfied?
  - a. What feedback did you receive?
  - b. Based on the feedback did you make any changes on how you performed your work?

**Accountability:** Commit. Take Ownership. Be resilient, transparent, and honest. Always do the right thing and continuously learn.

4. Tell me about a time you identified a problem and the steps you took to resolve the issue.
  - a. How did you become aware of the problem?
  - b. Who did you have to inform or work with to resolve?
  - c. What was the overall outcome?

STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE

**Courage:** Make the tough decisions. Have no fear of failure in the pursuit of excellence. Admit mistakes and learn from them.

5. At times there could be a customer who has demands or a request that cannot be met. Have you had this experience?
- What was the customer's demand and why was it unreasonable?
  - How did you tell the customer?
  - What actions were taken to reach an agreeable resolution?
  - What was the end result?

**Healing:** Show the empathy you feel. Be selfless in caring for patients, one another and the community.

6. Tell me about a time where you were faced with several conflicting priorities but needed to take a stand to ensure that a customer's needs were being met first.
- What were the circumstances, competing priorities and the customer's needs?
  - How did you take a stand and communicate?
  - What was the reaction of others involved?
  - What was the overall result?
  - What feedback, if any, did you receive from your work group and/or customer?

STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE

**Position Section**

Describe position and responsibilities and required schedule

1. Can you perform the essential functions of the position?
  - Yes
  - No
2. Can you work the required schedule for the position?  
*State the required schedule, eg) 8AM-5PM, Monday thru Friday*
  - Yes
  - No
3. What is your hourly rate requirement?

**Summary**

Describe interview and selection process

1. Top candidates (3-5) will be selected for a personal interview the hiring manager or team interview with department staff.
2. Candidates invited to participate in personal interview will ***need to bring the following*** to their interview (a-b);
  - a. A list of 5 references: 3 from former supervisors and 2 from coworkers that you have worked with on a project or program. Reference list must include;
    - i. Name
    - ii. Relationship
    - iii. Telephone number
    - iv. E-mail address
  - b. Copies of performance evaluations for the past two years
  - c. Work sample (anything the applicant has developed)
3. After personal interview top 2 candidates will be scheduled for testing
  - a. Microsoft Word – 2010 (if required skill)
  - b. Microsoft Excel – 2010 (if required skill)
  - c. Data Entry (if required skill)
  - d. Typing Test (if required skill)
  - e. Other required skills
4. Do you have any questions for me?

STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE

**Nebraska Veterans Preference – Revised Statue 48-227**

In accordance with Nebraska State Law, a veteran, disabled veteran, or a spouse of a veteran with a 100% permanent disability rating may claim the use of the State of Nebraska Veteran's Preference for employment opportunities (Revised Statue 48-227).

**Revised Statue 48-227 requires:**

For examinations (tests such as Word, Excel, etc.) or numerical evaluation scoring (such as scores in interviews or scores in other assessment used):

1. **Veteran or spouse of a veteran with a 100% permanent disability:** A veteran or a spouse of a veteran with a 100% permanent disability who obtains a passing score(s) on all parts or phases of an examination or numerical scoring: shall have 5% added to his/her passing score.
2. **Disabled Veteran:** A disabled veteran who obtains a passing score(s) on all parts or phases of an examination or numerical scoring: shall have an additional 5% added to his/her passing score.

**Examples:**

| Status: Veteran or spouse of a veteran with a 100% permanent disability | Score/Points |
|---|--------------|
| Total Score on Interview Score  | 80           |
| Veteran Status: 5% added to score                                       | 4            |
| <b>Final Score</b>  | <b>84</b>    |

| Status: Disabled Veteran            | Score/Points |
|-------------------------------------|--------------|
| Total Score on Interview Score      | 80           |
| Veteran Status: 5% added to score   | 4            |
| Disabled Veteran: 5% added to score | 4            |
| <b>Final Score</b>                  | <b>88</b>    |

When no examination or numerical scoring is used, the preference shall be given to the qualifying veteran or spouse with a 100% permanent disability if two or more equally qualified candidates are being considered for the position.

STAFFING - OFFICE ASSOCIATE I – PHONE INTERVIEW TEMPLATE

| Rating Key:                         | 5 – Excellent | 4 - Good | 3 - Average | 2 – Fair | 1- Poor |          |
|-------------------------------------|---------------|----------|-------------|----------|---------|----------|
| Work Experience                     | 5             | 4        | 3           | 2        | 1       | Comments |
| Technical Skills                    | 5             | 4        | 3           | 2        | 1       | Comments |
| Innovation                          | 5             | 4        | 3           | 2        | 1       | Comments |
| Teamwork                            | 5             | 4        | 3           | 2        | 1       | Comments |
| Excellence                          | 5             | 4        | 3           | 2        | 1       | Comments |
| Accountability                      | 5             | 4        | 3           | 2        | 1       | Comments |
| Courage                             | 5             | 4        | 3           | 2        | 1       | Comments |
| Healing                             | 5             | 4        | 3           | 2        | 1       | Comments |
| Total Points:                       |               |          |             |          |         |          |
| Sub Total                           |               |          |             |          |         |          |
| Veterans Preference (if applicable) |               |          |             |          |         |          |
| Grand Total                         |               |          |             |          |         |          |