

INTERVIEWING GUIDELINES

SUMMARY

This procedure outlines the basic requirements in preparing and conducting a defensible structured interview.

PROCEDURE

1. Decide what information you need and plan the interview to obtain that information. Be sure to review the official job specification and the essential job functions form for the position to assist you in deciding what knowledge, skills or abilities the interview must measure.
2. Depending on the level and complexity of the position, a panel of at least three persons, balanced by gender and ethnicity, is recommended.
3. Develop questions which are open-ended and situational. Be sure not to ask questions regarding information that will be learned on the job. Do not use questions that can lead to charges of unfairness or discrimination. AVOID asking questions about:
 - a. Age or date of birth
 - b. Date of graduation from school
 - c. Arrest or conviction records
 - d. Citizenship or national origin
 - e. Credit or garnishment records
 - f. Family matters, e.g., child care, ages of children
 - g. Marital status, maiden name
 - h. Health history and/or disability
 - i. Political or religious affiliations
4. Always conduct a pre-interview briefing session with the panel to ensure everyone understands the questions and ratings.
5. Keep the interview environment comfortable, accessible, and free of interruptions.
6. Use the same format for each candidate, e.g., introductions, placing the candidate at ease, asking the same questions and using the same rating method for each person.
7. Document your interview process. Proper documentation should include:
 - a. Job title
 - b. Interviewer's name(s)
 - c. Names of those interviewed
 - d. Date and time
 - e. Standard questions (those asked of each candidate)
 - f. Major topics covered (technical knowledge, supervisory skills, etc.)
 - g. Any rating or scoring format
 - h. Disposition (hired, not hired, and reason why)
8. Follow up. Make sure all candidates are notified of the results of the interview. This should be done in writing immediately after a selection decision is made. This is the responsibility of the department interviewing the candidate. The eJobs system can facilitate this process through its candidate email capabilities.

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Training

An eight-hour course on Structured Interview and Selection Techniques is available through the Human Resources Department/Recruitment, Testing and Career Development Division.

CONTACT(S):

Department/Division

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