

# Telephone Interviews

The following is a structure for a 25-minute phone screen.

## **Establish rapport and trust. (5 minutes)**

- Make sure that the scheduled time works for the candidate.
- Introduce yourself and give your professional background, length of time with Smith, and your role at the College.
- State the purpose of the telephone call, which is to explore, in a preliminary fashion, key areas of interest to both parties to determine whether sufficient interest exists on both sides to pursue the applicant further.
- Ask rapport-building questions.

## **Obtain information on qualifications, cultural fit, and salary expectations. (10 minutes)**

- Discuss salary range for the position.
- Ask direct questions to get an overview of specific situations.
- Probe for details and what actions were taken.
- What were the results of the actions?
- What could have been done differently?

## **Ask specific questions about areas of concern. (5 minutes)**

- Gaps in employment?
- Job-hopping?
- Why does this candidate want this job? Why does he/she think it is a good fit?
- Finish questioning by obtaining facts to complete the résumé (e.g., missing dates from college to present work experience; salary history; reasons for changing jobs; ability to travel; availability; organizational structure of candidate's current employer; who the candidate reports to; who reports to the candidate, etc.).

## **Close the interview. (5 minutes)**

- Sell the position if interested in candidate.
- Determine the candidate's interest.
- Describe next steps.