

Employer Interviewing Guidelines

The key to effective interviewing and hiring is taking the time to prepare a detailed job description. To do this you must decide on the specific job skills and experiences that are essential for this position. Then you can list the specific abilities or qualities that are necessary to be successful in this position.

Prepare Job Description

(for samples see www.onetcodeconnector.org or www.careeronestop.org)

A requirement is essential if :

- This skill is one of the reasons the position exists
- Other employees in different positions are not able to perform this task expertly
- The skill is required to meet the job requirements
- Much time is spent using this skill
- Work experience using this skill is important

Now divide these essential requirements into two types: technical or behavioral. Technical requirements are specific skills, knowledge, or experience necessary for the position. Behavioral requirements are how a person needs to act in order to be successful such as being self-motivated or well-organized.

Ask These Questions:

- What must the applicant know? (Microsoft Word or Spanish)
- What must he or she be? (on time or organized)
- What must he or she have? (high school diploma or CDL license)

Determine Your Priorities:

- What requirements are critical? The applicant must have these; not having this skill or experience eliminates applicants.

- What requirements are desirable? These would be nice to have. You would like the applicant to have this; often it can be learned on the job.

Review Résumés and Applications

- Scan for appearance
- Look for blanks and omissions
- Review work history for consistency

Set Time and Environment for Interviews

- Be sure that the same procedure is followed for each applicant.
- Set a time schedule for each interview and allow 15 minutes in between.

Have Questions?

There are 53 Georgia Department of Labor Career Centers. Each office is equipped with high-speed internet.

Go to www.dol.state.ga.us to locate an office near you.



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MARK BUTLER, COMMISSIONER

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- Allow time for testing if necessary.
- Include time for writing up any notes.
- Choose a quiet setting free from distractions and interruptions.

Prepare Basic Questions

- Ask the same questions of every candidate.
- Limit icebreakers and small talk to about two minutes.
- Let the candidate do most of the talking: 80-85% of the total conversation.
- Use "W" questions—who, what, when, where, and why; also, how?
 - Direct questions are easy to understand and give specific information. (Why did you apply for this position?)
 - Open-ended questions may produce unexpected and valuable information. (Tell me about your last job.)
 - Behavioral questions have the applicant analyze a situation. (Describe an experience when you were frustrated on the job.)
 - Probing questions offer additional information. (Could you explain what you mean by saying that "you are looking for a challenge in your work"?)
- Ask questions about job related activities.
- Avoid questions that are illegal and deal with areas not job related such as gender, age, race, religion, veteran status, marital status, and medical conditions. (For more information visit <http://www.eeoc.gov/>)

Consider Interviewing Options

- Telephone Interviews can screen a candidate prior to a meeting by asking a set of structured questions. This will save time and streamline the interviewing process. It also allows you to observe the candidate's ability to organize thoughts and speak over the phone.

- Traditional Interviews are face-to-face. You ask what a candidate would do in a given situation and evaluate how the applicant relates to a variety of circumstances.
- Team Interviews consist of two or more interviewers on a panel. This allows them to compare impressions and also saves the time that would be required for separate interviews with different interviewers.

Evaluate Interviews and Make a Selection

- Be consistent in evaluation, testing, and reference checks.
- Assign numerical values to non-subjective factors evaluated.
- Total these values and use high scores to make selections.
- Don't be hasty in making a decision.
- Call the successful candidate to offer the position.
- Follow up with a written offer including salary, title, and starting date.
- Notify all other candidates by phone or letter that a selection has been made.

Employer Interviewing Websites

www.ppspublishers.com/resources
www.hiring.inc.com
www.legal.uncc.edu/interviewguidelines

Did you know that Georgia Department of Labor's Career Centers have Business Centers with experts to help you to interview, process, and qualify candidates? Go to website (www.servicelocator.org) or call 1-877-348-0502 for additional information.

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Visit our website at www.dol.state.ga.us

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