

TELEPHONE SCREENING

PURPOSE

- The purpose of the telephone screening is to give you a time efficient way to ascertain key components of the applicant's worthiness to progress to a more intensive stage of the interview process.
- As the telephone is the usually the first point of contact for people coming to your practice the Super CA's phone manner is a critical component of your practice's image.

PROCEDURE

At the time of phoning in, the applicants are asked a series of questions by following the outline on the "Phone Interview Screening Form" (below).

Note that some personal questions may not be allowable in your jurisdiction so please check with your government regulations.

The interviewer records their impressions of the phone interview in the 'Evaluation' section at the top of the Phone Interview Screening Form.

At the end of the phone call, the applicants are told that if they are required for further interviewing they will be called back at a specific time, and only called if required. Approximately 15 are chosen.

NB. If you decide to record the call then you must advise the person and request their consent.

(continued over page)

PHONE INTERVIEW SCREENING FORM

EVALUATION:

Interviewer's Rating 1 to 10:

In8model scores Q1: Q2: Q3: Q4:

PHONE MANNER?

CONVERSATION SKILLS?

DID THEY ASK QUESTIONS?

COMMENTS:

PROCEED TO GROUP INTERVIEW: YES NO

CALLBACK – SET TIME: YES OTHER TIME:

Would you be happy to answer some questions over the phone? if I ask a question you do not wish to answer than let me know.

NAME:

ADDRESS (Suburb):

PHONE NO:

BIRTH DATE:

MARITAL STATUS: S M D W

CHILDREN: AGES:

PREVIOUS WORK EXPERIENCE (General):

PEOPLE RELATED?

SOFTWARE EXPERIENCE?

SCHOOLING:

WHY DOES THIS JOB INTEREST YOU?

FUTURE PLANS?

WORK/STUDY?

JOB INFORMATION:

HOURS – (Insert the hours for this position)

RATES OF PAY - (Insert the pay scale or reference to the relevant source e.g. As per the Health Professionals & Support Award or the award in your jurisdiction)

GROUP INTERVIEW TO BE HELD: (Insert your interview time)

CLOSING SCRIPT:

“Are you still interested in the position?”

If yes:

“When we complete the phone interviews we will select the people we wish to interview further. If you are one of these people we will call you on (The day/date) between (Hours)

Is this time suitable for you? If yes – “We will only call the people we wish to continue the process with.”

If no, obtain a suitable time and note at top of this form.