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|  | **Interview Guide – Individual Contributor** |
| **Candidate:** |  |
| **Job Title:** |  |
| **Interview Date:** |  |

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| Welcome & introductions – who you are and a summary of the role and/or program; chat to put candidate at ease |
| Please walk me through your resume & highlight any skills and experience that may help you succeed in this role (clarify roles, direct reports, program responsibility, hiring/firing decisions, etc.).  |
| Why do you want to leave your current job? What interests you about this position? |

*Explain what you are looking for in this portion: summarize a specific situation that occurred in your professional experience; tell me what you thought, said, and/or did and the results/outcome*

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| 1. Tell me about a time you went above and beyond to assist a customer or coworker

S: B: O: |
| 1. Tell me about a time you knew you were right, but still had to follow directions or guidelines

S: B: O: |
| 1. Tell me about a time a coworker or customer became upset with you

 S: B: O: |
| 1. Tell me about a time you were overwhelmed on the job

S: B: O: |
| 1. Tell me about a time you achieved an important goal

S: B: O: |

Is there anything else you would like me to know about your work that we have not covered?

Evaluation of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_:

1. Customer Service
	1. Scope of Answer Low Medium High
	2. Score 1 2 3 4 5
2. Ability to Follow Directions/Protocols
	1. Scope of Answer Low Medium High
	2. Score 1 2 3 4 5
3. Demonstrates Accountability
	1. Scope of Answer Low Medium High
	2. Score 1 2 3 4 5
4. Ability to Handle Pressure Prioritize
	1. Scope of Answer Low Medium High
	2. Score 1 2 3 4 5
5. Results Orientation
	1. Scope of Answer Low Medium High
	2. Score 1 2 3 4 5

Communication Skills 1 2 3 4 5

Energy/Enthusiasm 1 2 3 4 5

Overall - hire: No Maybe Yes

Follow up needed/date: