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| **UW Health Sciences Administration****Phone Screen Form** |

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| **Candidate Name:** | **Interviewer:** |
| **Phone Number: ( )** | **Email:** |
| **Interview Date:** | **Interview Time:** |
| **Position:** |

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| *Experience:* |
| Tell me how your background matches the requirements for this position? | ❑Meets ❑Exceeds ❑Does not meet*Notes:* |
| What interests you about this position? | *Notes:* |

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| **Health Sciences AdMinistration:** |
| Can you tell us about what we do, units that report to HSA, relationship within UW? | ❑YES ❑NO*Notes:* |
| Have you worked in an organization that conducts animal research? | ❑ YES ❑NO*Notes:* |
| How do you feel about using animals in research settings? | ❑ Positive ❑Neutral ❑Negative*Notes:* |

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| **sERVICE oRIENTATION:** |
| Can you tell me about a time when you provided excellent customer service by going beyond your primary job responsibilities?**AND**Have you had the opportunity to develop and ‘roll out’ or introduce a new system, program, or product? | *Criteria:*Response demonstrates candidate went out of his / her way to help the customer.Response describes specific candidate behaviors and demonstrates –* + Active listening with the customer.
	+ Candidate looked for ways to provide/introduce service.
	+ Candidate did not pass off the problem to someone else; candidate owned the task/acquired data, materials.

Candidate sought to put the customer at ease and/or to calm him/her. Planned, implemented, collaborated process.❑ Excellent Response❑ Satisfactory Response (some of above)❑ Unsatisfactory Response (none of above) | *Notes:* |

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| **-AND-** |
| **InterpersonAL sKILLS** |
| Describe a situation when you encountered a frustrated customer or co-worker. How did you handle the situation? What was the outcome? | *Criteria:*Candidate describes positive outcome encounter OR reflective self-evaluation, i.e. additional measure that could have been taken to improve the situationCandidate’s response does not include assigning blame or criticism.Candidate’s example demonstrates: * + Use of “I” statements.
	+ An Empathetic role.
	+ Asking clarifying questions.
	+ Taking ownership of the problem and seeking resolution to closure.
	+ Establishing common ground.

❑ Excellent Response❑ Satisfactory Response❑ Unsatisfactory Response | *Notes:* |

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| **Do you have any questions for us?** | *Notes:* |