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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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| *Confirm salary range is acceptable if you did not already include that information in the phone screen scheduling email* | | *Salary Range:* |
| *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 your perception of our department does and the services we provide to the University? | ❑YES ❑NO  *Notes:* |
| Have you worked in an organization that conducts animal research and what are your thoughts on the use of animals in research?  Ask about their thoughts on any other sensitive topics specific to your unit. | Previously worked in an organization with animal research?  ❑ YES ❑NO  Feelings about the use of animals in research?  ❑ 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? | *Criteria:*  Response demonstrates candidate went out of his / her way to help the customer or 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:* |
| Have you had the opportunity to develop and ‘roll out’ or introduce a new system, program, or product? | *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 situation  Candidate’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:* |