INTERVIEWING JOB CANDIDATES

Training for Supervisors

BYU–Idaho Human Resource Office
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I. The Interview Process

1. Analyze the Job
   - Know the purpose of the job
   - Know the duties and requirements of the job

2. Determine Questions to Ask
   - Write the questions
   - Do the questions measure “can do”?  

3. Conduct the Interview
   - Ask all applicants the same questions
   - Record in writing the applicant’s responses

4. Evaluate the Applicant
   - Use an appropriate system for evaluation
   - Evaluate directly after the interview

II. Employment Law

- Federal laws that regulate employment practices include:
  - Civil Rights Act of 1964; 1991 (Title VII).
  - Executive Order 11246 of 1965.
  - Revised Order No. 4 – 1971.
  - Education Amendments of 1972 (Title IX).
  - Immigration Reform and Control Act (IRCA) of 1986.
  - Americans with Disabilities Act of 1990 (Title I).
  - Uniform Guidelines on Employee Selection Procedures.

- For more information on employment laws please refer to the Equal Employment Opportunity Commission (EEOC) web site at www.eeoc.gov.
• It is illegal to discriminate in employment based on:
  ▪ Age, race, color, sex, or national origin.
  ▪ Marital status.
  ▪ Pregnancy, childbirth, or number of children.
  ▪ Disabilities (where the person can perform the essential functions of the job).
  ▪ Veteran status.
  ▪ Arrests or convictions where such does not relate to the job.
  ▪ Religion (exception: private religious organizations).

III. Examples of Illegal Interview Questions

• Are you married?
• Are you pregnant?
• Do you plan on having children?
• How old are you?
• Are you from around here?
• Where do your parents live?
• Do you have any disabilities?
• Do you have any health problems or take any medication?
• Is your husband employed? Where?

IV. Sample Questions to Ask

• Tell me a little about yourself.
• Why do you want this job?
• What jobs have you enjoyed the most? The least? Why?
• What are your major strengths? Weaknesses?
• What do your supervisors tend to criticize most about your performance?
• How do you generally handle conflict?
• How would you describe yourself?
• What major problem have you encountered at work? How did you deal with it?
• What are your long-term goals?
• Are you able to perform the essential functions of this job?
• Is there anything else that I should know about you?

V. Types of Interviewing

- **Open-Ended Questions**
  - “Tell me about yourself.”
  - “Why do you want this job?”
  - “What have you learned from the jobs that you have held?”

- **Behavior-Based Questions**
  - “Give me an example of a time when....”
  - “How did you....”
  - “What did you....”
  - “Tell me about a time when....”

- **Situation-Based Questions**
  - “What would you do in this situation....”

- **Competency-Based Questions**
  - Typing tests.
  - Computer skills tests.
  - Electronic circuitry tests.

*(Reference: BYU–Idaho Student Employment and Career Placement Center, “Interview Styles.”)*

VI. Steps to a Good Hiring Decision

- Before you start searching for applicants, put job requirements in writing. Describe the position and duties to be performed.
- List the qualifications needed for the job (i.e. education, experience, etc.)
- Always get an evaluation from at least one other person – usually the personnel specialist and the individual’s potential supervisor.
- Use the application form as an objective guide. Give numerical weights to different parts of the application according to the importance attached to each part.
- Check past performance and references thoroughly.
- Make use of standard tests of measurement.
- Match the results of your findings with the job specifications to find the applicant who best fits the job.