

First impressions are critical in the hiring and selection process. The talking points below will help your initial contact with the candidate be organized, professional and welcoming. This conversation can be completed by the interviewer or a designated department representative.

Situation: Scheduling phone or in-person interviews with candidates

Checklist

- Ask for the candidate.
- Introduce yourself by providing your full name, University of Kentucky and department.
- Clarify the reason for the call (to schedule a phone/in-person interview for the [job title] position).
- Confirm it is a good time to talk with the candidate.
- Schedule a date and time to conduct the interview.
- Inform the candidate who will be involved in the interview process (i.e. greeting or escorting the candidate, conducting the interview, etc.) and how long the interview will last.
- Discuss interview logistics:
 - Scheduling a phone interview - confirm the phone number where the candidate can be reached and that the interviewer will contact the candidate.
 - Scheduling an in-person interview - provide location details (building/room), directions, parking information, etc.
- Provide the candidate with your contact number in case he or she needs to reach you for any reason.
- Confirm the candidate's email address to follow up with an email confirmation including all details.
- Thank the candidate.

Example:

"Hi, may I speak to (candidate name)?" *<Pause - let candidate respond.>*

"My name is Suzy Wildcat. I'm calling from the University of Kentucky, Markey Cancer Center. You recently applied for a Staff Support Associate II position in our department, and I would like to schedule a phone interview with you for this position. Is now a good time to talk?"

<Pause - let candidate respond.>

"We are scheduling phone interviews for the following dates and times: June 9 at 10 a.m. or 2 p.m.; June 10 at 10 a.m. or 2 p.m. Do any of these dates and times work for you?"

<Pause - let candidate respond.>

"Great! I've got you scheduled for June 9 at 10 a.m. The phone interview will be conducted by Joe Blue, who is the Manager for this position, and me. We expect the interview to last no longer than 30 minutes and we will be contacting you. Is this the best number to reach you?"

<Pause - let candidate respond.>

"Wonderful, we'll be sure and contact you at that number. I would like to provide all this information to you through email. Can I confirm your email address so I can send you the details?"

<Pause - let candidate respond.>

"Please feel free to contact me at XXX-XXX if something comes up and you need to reschedule or cancel. Thank you, and we look forward to talking with you more about this opportunity on June 9."



Situation: Leaving a voicemail for candidates regarding a potential interview

Checklist:

- State your name, University of Kentucky and department.
- State who the message is for.
- Provide contact information.
- Thank the candidate.

Example:

"My name is Suzy Wildcat. I'm calling from the University of Kentucky, Markey Cancer Center. This message is for (candidate name). Please call me back at your earliest convenience. You can reach me at XXX-XXXX. Thank you, and I look forward to hearing from you soon."

Note: Don't hesitate to leave voicemails on all numbers provided by the candidate on their application. Allow at least 24 hours for the candidate to respond to your voicemail before contacting them at a different time of day or via email. At least two attempts to contact the candidate should be made. If there is still no response, document that the candidate couldn't be reached and move on to other candidates.

