

# Interview Guide

Job Title: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Candidate: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Interviewer: \_\_\_\_\_

## Opening the Interview:

- Introduce yourself.
- Provide a brief overview of the position. **“Before we start the interview, I want to go over the position to give you a better understanding of the job responsibilities. This position will be customer service focused. The position welcomes students as they come into our facility and assists them with printer or TV-screen display help. This position will also assist advisors with resource fairs and other marketing outreach events. When needed this role will assist with social media marketing and cover other office front desks as needed.”**
- Confirm the student is still interested in the position. Example: **“After hearing the job description are you still interested in this position?”**
- Set a time frame for the interview. Example: **“I expect this interview to last no longer than \_\_\_ minutes.”**
- Give a brief description of how the interview will flow. Example: **“I would like to cover some of the information you provided on your application, as well as ask you some interview questions. At the end of the interview, I will give you an opportunity to ask any questions you may have. Are you ready?”**

## Key Application/Background Review:

1. Confirm how they heard about the position: **“How did you hear about this position?”**  
\_\_\_\_\_
2. Confirm candidate’s current year and major in school: **“What year are you currently in right now?”** and **“What is your current major?”**  
\_\_\_\_\_
3. Confirm most recent employment on application.

Position Title: \_\_\_\_\_ Dates Employed: \_\_\_\_\_

What were/are your major job responsibilities/duties?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What did you like best about the position?:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What did you like least about the position?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Confirm the candidate’s availability to work and when they would be able to start: **“If selected for this position, when you would be able to start. What would your availability to work be?”**

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**Interview Questions:**

1. Can you describe a time when you took action to provide a quick and thorough service in response to a customer's request or problem?

2. Tell me about a time when you had multiple tasks due at the same time. How did you prioritize those tasks and what actions did you take to ensure they were completed on time?

3. We have all worked on something and found ourselves confused or overwhelmed. Tell me about a time this happened to you and how did you overcome the situation?

4. Can you describe any marketing experience you have with social media or direct marketing outreach at events.

5. Why are you interested in this position? What do you hope to gain from the experience?

6. Let the candidate know this is a yes or no question. **"The essential job functions and physical requirements will vary by department. Most positions will require you to sit at computer workstation for extended periods of time; perform some lifting or repetitive motion tasks; traverse campus for meetings or events; and effectively communicate with individuals of diverse backgrounds and various professional levels. Can you perform these responsibilities with or without reasonable accommodations?"** Yes / No

7. Let the candidate know this will be your last question. **"It is essential for the University of Kentucky to have a healthy and high-performing workforce. To protect our workforce, students, patients and visitors against the spread of COVID-19, a COVID-19 vaccination requirement has been established. All new hires must provide proof of COVID-19 vaccination or obtain an approved medical or religious exemption as a condition of employment. If you are offered this position, are you able to meet these requirements by the determined start date?"** Yes / No

**Closing the Interview:**

Ask the candidate if they have any questions. Notes:

Set an expectation of what to expect next. Example: **"I plan to complete interviews by \_\_\_\_\_ . I will contact everyone to inform them of my decision by \_\_\_\_\_."**

Thank the candidate for his/her time.