

Reviewer: John Johnson

Candidate name: Jane Smith

Build your rubric using skills or qualities that are ‘must haves’ for the position you are hiring – typically 3-5 items. Use your interview questions to elicit the information you need to evaluate the candidate on each ‘must have’ item. The remaining interview questions can be a combination of various topics related to the position or categories the search team deems important. There may also be categories where no questions are asked, only observed (ex. Knowledge and enthusiasm for CC).

Must haves: Customer service, problem-solving skills, attention to detail, interpersonal skills

Job-Specific Skills, Abilities, and Knowledge					
Question	Notes	1	2	3	4
Give an example of a time you went out of your way to ensure a customer received the best possible service from you and the organization. What was their reaction?	Specific detailed example – rescheduled a meeting, difficulty finding time, used problem solving skills & had empathy. Solved and customer very happy				X
Can you give me an example of a difficult problem you solved at work? How did you go about reaching a solution?	Couldn't think of specific example, but mentioned how she would solve problem.		X		
How do you ensure you consistently provide quality work and verify that your work is accurate?	Doublecheck, ask questions, take my time. Shared an example			X	
How do you build and maintain effective working relationships with your co-workers and clients?	Friendly, communicate often, build trust, actively listen.			X	
Tell me about a time when you had to work with someone who was difficult to get along with.	Specific example – different ways of doing things. Share opinions, listen, and act professionally. Everyone has different ideas and ways of doing things.				X
Please share your experience with Microsoft Office Suites, social media, and standard office equipment.	Detailed examples of the work she does with this software. Less experience in social media, but some. Continuing to learn.				X

College and Departmental Mission, Vision, and Core Values

Please rate the candidate on each of the following:	Notes	1	2	3	4
What opportunities have you had working and collaborating in diverse, multicultural, and inclusive settings?	Work with diverse and multicultural people every day. Gave example of customers. Ensure I am welcoming and listen to why they are there. Treat everyone the same and understand their different perspectives.				X
Share an example of your approach to understanding the perspectives of colleagues from different backgrounds.	Listen and ask questions while being professional and respectful. Couldn't think of specific example but share knowledge of how she does it.			X	
Total Score: 27/32					

Rate the answer to each question using the following rubric:

Unsatisfactory (1)	Developing (2)	Strong (3)	Exceptional (4)
<p>Unable to come up with an example</p> <p>Unaware of what they don't know.</p> <p>Lacks the desire to continue learning.</p>	<p>Shows some related experience or preparation, but no clear example and outcome</p> <p>Can identify areas of development but sees those areas as fixed.</p> <p>Does not embrace new challenges.</p> <p>Shows some evidence of engaging in ongoing learning opportunities, but not consistent.</p>	<p>Specific example to the question or shows related experience or preparation</p> <p>Acknowledges role in past failures/mistakes.</p> <p>Embraces new challenges when needed.</p> <p>Understands what they don't know.</p> <p>Expresses a desire to learn and grow in certain situations.</p> <p>Seeks help.</p>	<p>Specific and detailed example to the question</p> <p>Actively listens to others/seek out different points of view.</p> <p>Articulates what they've learned from past failures/ mistakes.</p> <p>Demonstrates how they've changed their behavior.</p> <p>Seeks out new challenges and learning opportunities.</p> <p>Acknowledges their own limitations.</p>

Please share any additional comments about the candidates in the space below. Please add your recommendation for whether we move the candidate forward in the hiring process.

Other Observations/Feedback

Great examples with a lot of customer service and working with diverse people. Move forward to campus interview.