



## **INTERVIEWING**

As a professional that is in charge of filling a position, you play an important part in staffing Cambridge with the most professional and qualified candidates. When interviewing multiple people for a position, it is important to use the same criteria for evaluating each candidate. The key is to be consistent and fair with all candidates (avoid favoritism and discrimination). It is suggested to use an interviewing guideline of qualifications and questions that is applicable to all candidates for that position. Do not discuss anything related to criminal history or background screening until you are interested in offering a job to that particular person. Interviews should be structured to elicit only information concerning the qualifications and ability to perform the job. Any job offer should be made on a contingent basis, pending they pass our pre-employment screening process.



### **BEFORE SCHEDULING AN INTERVIEW**

Screen candidates by phone to ensure that they communicate well, have the minimum qualifications, and that they are interested in the location, hours, benefits, and pay that you are offering.

Once you schedule the interview, set aside a quiet place to talk and enough time so that neither of you feel rushed. Be prepared, have your list of interview questions, and be ready to take notes. Make sure you have current knowledge about your property, our company, and the benefits that may be offered.

### **TOPICS TO AVOID DURING AN INTERVIEW**

- Age or date of birth
- Sex, race, creed, color, religion, or national origin
- Disabilities of any kind
- Date and type of military discharge
- Marital status, maiden name, living situation, or sexual orientation
- Arrest records or criminal history

### **SUGGESTED INTERVIEW QUESTIONS**

Not all questions will be applicable to every situation; choose questions that fit the position.

- ✓ What are your wage requirements? Does the location work well for you?
- ✓ Are you interested in part-time or full-time? Does the amount of hours offered fit your needs?
- ✓ What kind of company do you like to work for? What type of environment do you work best in?
- ✓ How much experience do you have in \_\_\_\_\_?
- ✓ Please explain your primary duties when you worked at \_\_\_\_\_.
- ✓ Please explain your background in customer service and what it means to you.
- ✓ Tell me about a time when you resolved a problem for an angry resident.
- ✓ What makes you the best candidate for this position?
- ✓ In your previous position as \_\_\_\_\_, how did you prioritize your duties?
- ✓ At work, what are your strengths? What are your areas for improvement?