



GUIDE & FORM: Team Member Interview

<i>Original Implementation Date:</i>	10/24/2018	<i>Date Reviewed/ Revised:</i>	6/18/2021	<i>Area of Responsibility:</i>	Human Resources	<i>Version:</i>	2
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Use this guide to create a structured set of questions to use with each candidate by entering your selected **Behavioral Interview Questions for the 6Cs and JSAs**. You can add your 1-2 additional interview questions in either of the two sections below, and you don't have to include questions for each number. Make sure each candidate interviewing for an open position is asked the same set of questions.

INTERVIEW STRUCTURE

1. Provide a high-level description of the position. - **5 minutes**
2. Ask candidate to walk through their work experience as it relates to the job (using resume). - **5 minutes**
3. Ask behavioral interview and any job-specific questions. - **30 minutes**
4. Allow time at the end for the candidate to ask you questions. - **10 minutes**

BEHAVIORAL QUESTIONS

Ask the candidate to respond to the behavioral questions using STAR model.

- **Situation:** Tell me about a time when...
- **Task:** What did you decide to do this, and why did you decide to handle it that way?
- **Action:** What action did you take?
- **Results:** What results did you achieve?

REDIRECT if candidate explains what they *usually do* instead of providing a specific example from the past.

Use **PROBING QUESTIONS** for clarification and detail.

- Why did you do that in that way?
- How did the customer react?
- When did this happen?
- Who else was involved?
- Tell me more / Give me an example / Lead me through the process.

RATING	SCORE	DEFINITION
Exceeds Requirements	3	Demonstrates competency accurately and consistently in most situations with minimal guidance. Many good examples.
Meets Requirements	2	Demonstrates competency accurately and consistently on familiar procedures and needs supervisor guidance for new skills. Some good examples.
Below Requirements	1	Demonstrates competency inconsistently, even with repeated instruction or guidance. Few good examples.
Significant Gap	0	Fails to demonstrate competency regardless of guidance provided. No good examples.



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Position Name	
Candidate Name	
Interviewer Name	
Interview Date & Time	

QUESTION (Value & 6Cs)	INTERVIEWER NOTES			
1. Big Hearted/ Customer Focus				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
2. Big Hearted/ Collaboration & Teamwork				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
3. Thorough/ Communication				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
4. Thorough/ Creativity & Innovation				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
5. Invested/ Credibility				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
6. Invested/ Commitment to Compliance				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0



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QUESTION (JSAs)	INTERVIEWER NOTES			
7. Job Knowledge & Technical Skills				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
8. Quality of Work				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
9. Effective Use of Time				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
10. Safe Work Habits				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
11. Dependability				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0
12. Adaptability				
	Exceeds Requirements 3	Meets Requirements 2	Below Requirements 1	Significant Gap 0



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ADDITIONAL NOTES

A large, empty rectangular box intended for taking additional notes during the interview.

FINAL SCORE AND RECOMMENDATION

TOTAL POSSIBLE POINTS	
TOTAL POINTS GIVEN	
RECOMMEND FOR HIRE? (Y/N)	