



TOOLS

Phone Screening Questionnaire

A brief phone conversation (20-30 minutes) can confirm qualifications from a technical proficiency and behavioral perspective. Before placing the call, organize and add additional questions specific to the open position. Begin the conversation by thanking the candidate for his/her interest in the open; then provide a brief overview of the job responsibilities.

Candidate Name: _____ Phone No. _____	
Open Position: _____	
Interviewer: _____ Date: _____	
Scoring: 3 = Excellent Match 2 = Acceptable Fit 1 = Marginal Fit 0 = Not a Good Fit	

Question	Score
What skills and experience do you have that will help you succeed if hired?	





TOOLS



Tell me about your computer knowledge and software skills.	
What past experience or accomplishments would be an asset to this position?	
What challenges do you foresee in this type of job? How would you overcome them?	
What type of work best demonstrates your potential?	



SYRACUSE UNIVERSITY
INSTITUTE for VETERANS
and MILITARY FAMILIES
JPMorgan Chase & Co., Founding Partner



SYRACUSE UNIVERSITY

700 University Avenue, Suite 303
Syracuse, New York 13244



TOOLS



<p>If you only had 3 words or phrases to describe yourself, what would they be?</p>	
<p>What type of work do you dislike and would rather not do?</p>	
<p>Tell me a situation where you had to overcome a difficult obstacle. How did you do it? Who was involved? What did you learn from the experience?</p>	
<p>Tell me about a situation where multitasking was required. What tools or techniques did you use to successfully multitask?</p>	





TOOLS

<p>When was the last time you received performance feedback at work? What were the top 2 or 3 strengths and areas for improvement identified during that discussion?</p>	
<p>What are some of the things you value in an employer?</p>	
<p>What is your current salary (if applicable) and what are your salary requirements if you were offered this position?</p>	
<p>Subtotal</p>	

After the candidate has answered the screening questions, thank him/her for their time, inform them of the next steps in the process, ask them if they have any questions, confirm their continued interest, where and how they wish to be contacted in the future.



SYRACUSE UNIVERSITY
INSTITUTE for VETERANS
and MILITARY FAMILIES
 JPMorgan Chase & Co., Founding Partner



SYRACUSE UNIVERSITY
 700 University Avenue, Suite 303
 Syracuse, New York 13244



TOOLS



Initial Perceptions	
Initial assessment of the candidate's rapport-building skills:	
Initial assessment of the candidate's verbal communications:	
Initial assessment of the candidate's listening skills:	
Other key findings during discussion:	
	Subtotal



SYRACUSE UNIVERSITY
INSTITUTE for VETERANS
and MILITARY FAMILIES
JPMorgan Chase & Co., Founding Partner



SYRACUSE UNIVERSITY
700 University Avenue, Suite 303
Syracuse, New York 13244