**Telephone Interview Guide**

[INSERT ORGANIZATION LOGO HERE]

**Introduction**

Start by providing the candidate with some information about your role, the organization and the process you will be following.

* Provide a brief introduction of who you are and who you represent.
* Describe the purpose for the interview and approximately how long it will take.
* Explain how the interview process will work.
* Explain how you prefer the interviewee ask questions (i.e. throughout the conversation, or at the end of the interview).

**Example:**

First, I would like to thank you for meeting with me today. My name is [NAME] and I am the [POSITION] at [ORGANIZATION]. As you know, we are looking to hire a [POSITION] and we would love to learn more about you and if [ORGANIZATION] could be the right fit for you. This interview will take approximately [X] minutes.

As the initial step in our interview process, we are conducting preliminary telephone interviews this week. Our intention is to contact you via email by the end of next week if we elect to invite you for a more formal, in-person interview with some of our staff and/or the Board. We are looking to have this position filled by the end of the month.

I have approximately [X] questions I would like to put forward to you and will ensure we leave time for you to ask any questions you may have for me.

**INTERVIEWER QUESTIONS**

Below is a list of example interview questions you may wish to use. Remember, the purpose of a telephone interview is to ensure the applicant meets the qualifications listed in the job description and to gauge their suitability for the role.

**Question Set #1: Opening Statements/Presentation**

* Please introduce yourself, describe what interests you about this position and what knowledge, skills, and experience you would bring to the position.
* What is your understanding of [ORGANIZATION]?

**Question Set #2: Career History and Key Accomplishments**

* Have you worked in the health sector and/or with physicians in the primary health care system?
* What would you highlight as a key accomplishment that makes you the best fit for the role?
* Why did you leave your last position OR why do you wish to leave your current position?

**Question Set #3: Personal Suitability**

* Are your comfortable with a [FULL-TIME/PART-TIME/CONTRACT] position that may require schedule flexibility (evening or weekend meetings)?
* (As appropriate) Are you comfortable working from our office at least four days a week?
* (As appropriate) What are your compensation expectations for the position?
* When would you be available to start if you are the successful candidate?
* Is there anything else you would like to share about your interest or suitability for the role?
* How would you describe the potential challenges you may face stepping into the role?

**INTERVIEWEE QUESTIONS**

After asking your questions, ensure you provide time for the candidate to ask any questions they may have about the role. In anticipation of potential questions the interviewee may have, ensure that you are aware of the following:

* Why is the position being filled?
* What are the key behaviours and competencies for this position?

**Example:**

Those are all the questions I have for you. Is there anything you would like to ask me about the position or the organization to help you make a more informed decision about whether this is the right fit for you?

**CONCLUSION**

Thank the person for their time. Let them know how they can follow up with you if they have any further questions. Explain any next steps and when they can anticipate hearing from you.

**INTERVIEWER NOTES**

Ensure you document both the candidate’s responses to the question, and your reflections on their responses.

**Example:** (adapted from the Society for Human Resource Management)

|  |  |
| --- | --- |
| **Question** | |
|  | |
| **Response** | |
|  | |
| Meets Requirements | Below Requirements |

**RECOMMENDATIONS**

Based on the applicant’s telephone interview, determine whether they will move to the next round of interviews, or if they are not suitable for the position. Notify the candidate accordingly.