# University of Washington | Telephone Screen

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| Candidate |  |
| ID No. |  |
| Phone number |  |
| Date |  |
| Position |  |
| Rater |  |

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| **AVAILABILITY**   * Are you currently or still available for work at the UW? * What percent of time or # of hours/week? * Which shifts are you available to work? * What locations are you interested in? * [For telework eligible positions only]: This position is designated as telework eligible and <hybrid work is an option/remote work is an option/occasional telework is an option>. What questions do you have about telework? | YES  NO       %       Hrs/Week  Day Evening Night  UW Campus UWMC HMC HS Bothell Tacoma  YES  NO | Candidate is available for work at the UW.  Candidate is available for the job opening. |
| **SALARY RANGE CONFIRMATION**  *Classified*  *Salary Range:* *-*   * Is this range within your expectations?   *Professional*  *Hiring Range:* *-*   * What are your salary requirements? | YES  NO | Candidate indicates the salary range is acceptable.  Candidate’s salary expectations are within parameters of the position. |
| **MQ & SPR VERIFICATION**  *Education*   * What is your last level of education completed? * Can you provide documentation for it?   *Experience/SPR’s*   * Verify the candidate’s experience compared to the experience requirements and specific position requirements of the position. | HS/GED  AA  BA/BS  MA/MS  Less than HS  YES  NO  Meets  Exceeds  Does not meet | Candidate’s education/experience/skills meet the requirements of the position. |
| **CLARIFICATION OF EMPLOYMENT HISTORY**   * Is your resume a complete representation of your work history, including any work at the UW? * If there is work at the UW not included, where and when did you work? | YES  NO | Acceptable explanation of gaps in employment and/or short –term positions held.  If resume is incomplete or not current, you have requested an updated resume.  Verification question to identify any UW work not included. |
| **AVAILABILITY TO INTERVIEW**   * If you are referred to the hiring official of this position, how soon are you available for an interview? | Now  1 Week  2 Weeks  1 Month | Candidate is available to interview within the hiring official’s timeline. |
| **SERVICE ORIENTATION**   * Can you tell me about a time when you provided excellent customer service by going beyond your primary job responsibilities? * Describe a situation when you encountered an irate customer or co-worker. How did you handle the situation? What was the outcome? | Excellent response  Satisfactory response  Unsatisfactory response | * Response demonstrates candidate went out of his/her way to help the customer. * Response describes specific candidate behaviors and demonstrates— * Active listening with the customer. * Candidate looked for ways to provide service. * Candidate did not pass off the problem to someone else; candidate owned the problem. * Candidate sought to put the customer at ease and/or to calm him/her. * Candidate describes positive outcome encounter OR reflective self-evaluation, i.e. additional measure that could have been taken to improve the situation. * Candidate’s response does not include assigning blame or criticism. * Candidate’s example demonstrates— * Use of “I” statements. * An empathetic role. * Asking clarifying questions. * Taking ownership of the problem and seeking resolution to closure. * Establishing common ground. |