# 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.
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