

AMGI  
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TELEPHONE INTERVIEW GUIDE

1. Research the organization. Learn as much as possible about its services, products, customers and competition. This will give you a better understanding of their needs and a better opportunity to compare your previous experience with what they are looking for. Also, finding out about their culture, etc. will provide you with additional information to determine your level of interest.
2. Be prepared (notes, pad, pen, etc.). Have a list of questions ready. Your questions indicate your interest in the organization and position and show the interviewer that you came prepared.
3. Speak in a pleasant and professional manner. Have a "smile" in your voice and an energetic and enthusiastic demeanor.
4. LISTEN - one of the most neglected interviewing skills. Not only listen, but read between the lines. What is not said is sometimes as important as what is said.
5. Make NO negative comments and don't interrupt or talk "over" the other person.
8. Answer the question asked. Be sure you understand what is being asked; get clarification if unsure.
7. Make sure to take good notes.
8. Don't discuss money/compensation if possible. If asked directly what you are looking for in the way of salary, simply respond that should you be the selected candidate, you feel confident that the compensation will be commensurate with the responsibilities of the position. If pushed harder, tell the interviewer your current compensation and remark that you are "open" to conversations regarding remuneration.
9. If asked "about yourself", answer regarding your background, education/training, and work experience such as job responsibilities, recent experiences, significant accomplishments NOT personal information such as hobbies, family etc. Give examples that highlight your successes and achievements (providing no proprietary information, of course).
10. Three categories of skills and examples of each:
  1. Intellectual: quick thinking, detail oriented, problem solving, big-picture thinking
  2. Training/Experience: education, certification, on-the-job training, recognition
  3. Personality/People Skills: leadership, conflict resolution, teamwork, management
11. The purpose of the phone interview is to gauge whether the position is a fit -- from yours and the interviewer's perspective -- and if so, agree on next steps. If you leave a positive impression, the chance of a face to face interview is excellent. After the call, both you and the interviewer should have a much better idea as to match between your experience and skills, and the job that was described. In conclusion, try to secure a commitment from the interviewer for a follow up interview and a timeline in which that could occur.

*(Remember to thank the interviewer!)*