

# Phone screen interview

## Including bonus phone screen questions template and candidates scorecard

When advertising for employees, you are likely to receive a lot of applications. If you have taken the time to write a job advertisement that attracts the right people, you will have applicants suitable for the job, but there will be others that will not be. You do not want to spend time in face to face interviews with candidates who are not suitable for the role, and therefore a phone screen interview will assist in this selection process.

Below outlines the process followed by the phone screen interview and a scorecard template.

### Step 1: Review all applications and shortlist suitable applicants

After reviewing the applications against your selection criteria and position description, create a shortlist of suitable applicants that you want to telephone screen. You only need to shortlist those candidates who you think will be suitable for the job based on the information they have provided.

### Step 2: Telephone screen shortlisted applicants

Once you have established a shortlist, you can telephone screen the candidates to further refine your list. Use our phone screen template below to record answers in the space provided.

The template is a guide only. If you need more information in a particular area from the applicant, you should ask them relevant follow up questions.

Remember:

- Schedule appointments with your shortlisted applicants for the telephone interview
- Do not conduct on-the-spot interviews
- Each telephone interview will take 10-20 minutes per applicant.

### Step 3: Review your shortlist

Once you have completed the phone screen interviews you will have a better understanding of the suitability of each candidate. Use our phone screen scorecard to assess and rank the candidates to review your shortlist. From here, you can decide who you want to interview face-to-face.

Remember:

- You will need to notify all candidates of the outcome of their application by phone and/or email

Too busy to manage your recruitment process yourself? Our expert team can do it for you. Contact Small Business Society for more information.



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## Phone screen interview questions

Applicant name :

Date:

What attracted you to apply for this position?

## Clarify previous roles

*ie. Level of responsibility, duties performed, and length of time with employer.*

## Gather information about previous employers

*ie. Location, product or service, size of the team, and public or private.*



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## Validate qualifications, memberships and registrations

*ie. Year and institute obtained, the qualification, length of membership, and expiration dates on registrations.*

## Understand processes and software applications used

*ie. Determine level of experience, what volume of work they have the ability to process and technical knowledge.*

## Other



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## Other information

<b>Salary expectation</b>	
<b>Availability for interview</b>	
<b>Working rights in Australia</b>	<b>Citizen   Perm Resident   Visa</b>
<b>Currently employed</b>	<b>YES / NO</b>
<b>Notice Period</b>	
<b>Leave Planned</b>	

## Interviewer comments



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## Candidate scorecard

ASSESSMENT		
Candidate	Selection Criteria	Score (1 - Some, 2 - Meets, 3 - Exceeds)
<b>Total score and comments:</b>		

