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**DATE**

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**NAME OF APPLICANT**

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**POSITION APPLYING FOR**

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**POSITION REQUISITION #**

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**EMPLOYMENT SPECIALIST**

**RATING Outstanding**

 **Exceeds Expectations**

 **Meets Expectations**

 **Needs Improvement**

Critical Success Factors

ORIENTATION TO SERVICE

**Describe an example of a time when you provided excellent customer service
by going beyond your primary job responsibilities.**

PROMPTS:

* Please describe the situation.
* Please describe your involvement, that is, what exactly you did.
* What was the outcome?
* Can you think of another time when you provided excellent customer service beyond your primary job responsibilities?
* At the end of this encounter, how did you feel?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Describe a situation when you encountered an irate customer/co-worker.**

PROMPTS:

* Please describe how you handled the situation.
* What was the outcome?
* If the encounter were to reoccur, would you handle it differently? If yes, what
would you do differently?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**You have probably heard the saying, “the customer is always right.” Can you tell me about a situation when you felt the customer was *not* right?**

PROMPTS:

* Please describe how you responded.
* What was the outcome?
* What could you have done differently to increase the positive nature of this encounter?
* What is it like for you to allow the customer to always be right even if you believe that they are not?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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ATTENTION TO DETAIL

**Describe a situation in your former position that required you to be “attentive” to details.**

PROMPTS:

* What strategies or systems did you use to minimize errors in your work?
* How would others describe your attention to detail in your work?
* What are your feelings about the statement, “An employee should be held accountable for the quality of their work”?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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SAFE WORK PRACTICES

**Can you give me an example from a past job situation of a safety concern associated with the type of work you did?**PROMPTS:

* What did you do?
* Who do you believe is most responsible for making sure safe work practices are followed?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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ABILITY TO FOLLOW DIRECTIONS

**Your manager and you disagree on how a difficult situation should be handled. After much discussion, your manager clearly communicates how he/she wants you to handle the problem. Upon leaving the manager’s office, your coworkers want to know where you stand on the issues.**

PROMPT:

* How would you respond to your co-workers’ inquiries?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Have you ever been in a situation in which you and your manager disagreed?**

PROMPTS:

* What was the nature of the disagreement?
* How did you handle it?
* What was the outcome?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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SELF-MANAGEMENT AND CAPACITY FOR SELF-EVALUATION

**It’s your first day on your new job and your supervisor is pulled away for 2-3 hours on an emergency. You have been left alone to acquaint yourself with your new job and department.**

PROMPTS:

* What would you do?
* What kind of information would you seek to better understand your new job?
* What type of assistance could you offer on DAY ONE in your work unit?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Describe the single most important accomplishment that you have achieved or been a part of within the past year.**

PROMPTS:

* How would you describe the involvement of others in this accomplishment?
* If so, what was particularly rewarding about this experience?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Tell me about a time when you realized you would be late for work.**

PROMPTS:

* What did you do about it?
* How many times a year can you expect to miss work before it would be a problem?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Please give me an example of a job that you really enjoyed.**

PROMPTS:

* What kind of tasks were you given to do?
* How did you work with other employees to complete the task?
* What was your relationship with your supervisor?
* Sometimes people find it easier to do the enjoyable parts of a job while ignoring the parts of a job that are not enjoyable. Can you talk about your experience in completing the less enjoyable portions of a job? What do you think makes the less enjoyable parts of a job as important to do as well as those that are?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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TEAM WORK

**Tell me about a time in your professional experience when you have been a member of a work team in which differences of opinion developed about how the work was assigned or completed.**PROMPTS:

* What were the differences of opinion?
* What role did you play in the situation?
* What action did you take?
* What was the outcome?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Describe the single most important accomplishment that you have achieved or been a part of within the past year.**

PROMPTS:

* Were others involved in this accomplishment?
* If so, what was particularly rewarding about this experience?
* Can you describe an important accomplishment that occurred more than a year ago?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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CULTURAL COMPETENCE

**The University of Washington is a culturally diverse organization reflected in both our workforce and in the individuals we serve.**

**Please describe your past experiences in working in a culturally diverse work environment.**PROMPTS:

* In what ways have you demonstrated your commitment to building an inclusive work environment that values diversity?
* What personal development opportunities have you pursued in the past three years
for building your skills in managing a diverse work environment?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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TIME MANAGEMENT AND MANAGING MULTIPLE PRIORITIES

**Describe a time when you had to complete several projects at once.**

PROMPTS:

* How did you organize that situation?
* How did you decide which task had the highest priority?
* What was the outcome?
* There are times when the volume of work is akin to standing under a waterfall.
Elaborate on the values that guide your productivity during these times.

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**What skills/behaviors/attitudes will you bring to this position?**

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**What expectations do you have of the UW as a future employer?**

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ROLE PLAY

***Use the example below or a common situation that a person in the position would typically encounter and role-play with the candidate to assess how they respond to the situation.***

*ROLE PLAY EXAMPLE:*

*In this scenario, you receive a telephone call from a staff member who has been expecting work to be completed in her department.*

*Staff Member (Answering the telephone):*

*“Good Afternoon. Trades Shop. This is (insert your name) speaking. How may I help you?*

*Caller (Sounding angry):*

*“How many times do I have to call to get someone over here to repair the lock on my office door? I’ve been waiting three weeks now, have called several times, and the work is still not done. No one has even shown up yet! WHAT IS THE PROBLEM OVER THERE?*

*Staff Member:*

*(How would you respond?)*

**COMMUNICATION**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**ORIENTATION TO SERVICE**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**CREATIVE PROBLEM SOLVING**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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Summary Comments

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**CANDIDATE IS: Recommended Not Recommended**

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**FORM COMPLETED BY**

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**DATE**