



Recruitment Process Overview



Job Announcement

- Job description
- Minimum qualifications
- Desirable qualifications
- Required licensure or certification





OC HOME

ABOUT THE COUNTY

DEPARTMENTS

BUSINESS

HOW DO I

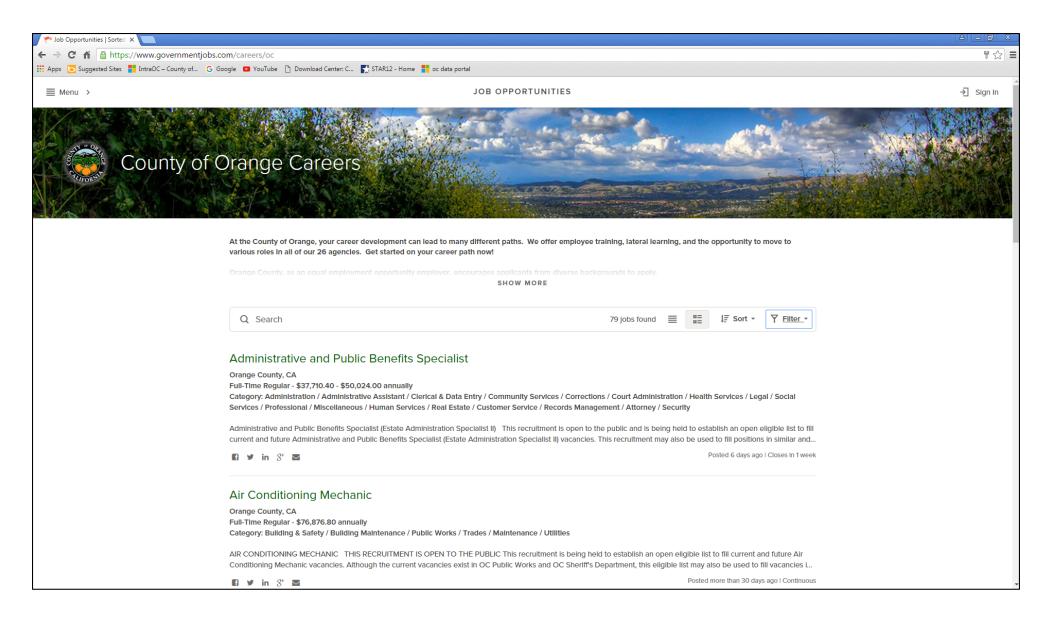
RESIDENTS

SERVICES

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Log onto

ocgov.com/jobs



Job Title: Store Clerk - Correctional Health Services

Closing Date/Time: Continuous

Salary: \$15.97 - \$21.10 Hourly

Job Type: Full-Time

Location: Orange County, California

Print Job Information | Apply

Career Description

Benefits

Supplemental Questions



STORE CLERK

Correctional Health Services

This recruitment is open to the public for a minimum of five (5) business days, and will remain open on a continuous basis until 11:59 p.m. (PST) on the day the County's needs are met.

The eligible list established through this recruitment will be used to fill current and future Store Clerk positions within Health Care Agency, Correctional Health Services until the next recruitment. This recruitment may also be used to fill positions in similar and/or lower classifications throughout the County.

Use a cell phone to search for the Mission, Vision and Values of the Department you will interview at next.



Best Practices in Completing an Application

- Be Thorough and Concise
- Emphasize Minimum and Desirable Qualifications
- Clearly Demonstrate Knowledge, Skills, and Abilities



Competitive Assessments

- Purpose of tests/exams
- Types of exams
 - Application Appraisal Panel (AAP)
 - •Qualifications Appraisal Panel (QAP)
 - Performance/Skills
 - Online Assessments

Qualification Appraisal Panel (QAP)

- Two to three Job Knowledge Experts
- Same questions asked of each applicant
 - Experience Based
 - Behavior Based
 - Knowledge Based
 - Personal Perspective Based
- Desirable Qualifications
- Set time to answer all questions
- Supplemental responses

S.T.A.R. Method – Behavior Based Questions

Situation

What occurred or what was the assignment?

Tactics

 What strategy did you develop to handle the situation?

Action

How did you implement your strategy?

Results

What was the outcome?

Sample Activity

Tell me about a time when you had to use your customer service skills to de-escalate a situation.

Use the STAR Method.

Situation: Describe the situation. Giving details on why the customer was not happy or satisfied.

Tactics: What was your plan to help the customer?

Action: What specific actions did you take to resolve the problem?

Results: Describe the results of your actions. If things did not go as planned, explain what you learned from the experience.

QAP Sample

Round 1: Ask the instructor Question 1 on Page 7 and score it as though you were on a QAP Panel.

How could I have scored higher? How could I have scored lower?

QAP Sample

Round 2: Ask the instructor Question 2 on Page 7 and score it as though you were on a QAP Panel.

How could I have scored higher? How could I have scored lower?

When Listening to the Interviewer

- Be attentive and interested.
- Understand the question before you respond.
- Make good eye contact.

When Responding to the Interviewer

- Responses should be clear, concise and complete.
- Do not assume they know what you have done in the past. They will not have your application.
- Manage your time and pace yourself.

Eligible List

- Number of applicants is based on various factors:
 - Number of vacancies
 - Business climate and type of recruitment
 - Life expectancy of list
 - Type of positions

Interviews

The class will be divided into pairs. Each person will get a chance to interview for a Staff Specialist position. The other partner will score the interview.

Each interview will last 5 minutes. An additional 2 minutes will be provided for feed back.



Referral & Selection Interview

- Referrals
- Selection Interviews

Finishing Steps

