

Accelerated Workshop: Interview Techniques





Recruitment Process Overview



Job Announcement

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



Log onto

ocgov.com/jobs

Job Opportunities | Sorted


https://www.governmentjobs.com/careers/oc

AppsSuggested SitesIntraOC – County of...GoogleYouTubeDownload Center: C...STAR12 - Homeoc data portal

Menu

JOB OPPORTUNITIES

Sign In



County of Orange Careers

At the County of Orange, your career development can lead to many different paths. We offer employee training, lateral learning, and the opportunity to move to various roles in all of our 26 agencies. Get started on your career path now!

Orange County, as an equal employment opportunity employer, encourages applicants from diverse backgrounds to apply.

SHOW MORE

Q Search

79 jobs found

Sort

Filter

Administrative and Public Benefits Specialist

Orange County, CA
Full-Time Regular - \$37,710.40 - \$50,024.00 annually
Category: Administration / Administrative Assistant / Clerical & Data Entry / Community Services / Corrections / Court Administration / Health Services / Legal / Social Services / Professional / Miscellaneous / Human Services / Real Estate / Customer Service / Records Management / Attorney / Security

Administrative and Public Benefits Specialist (Estate Administration Specialist II) This recruitment is open to the public and is being held to establish an open eligible list to fill current and future Administrative and Public Benefits Specialist (Estate Administration Specialist II) vacancies. This recruitment may also be used to fill positions in similar and...

[Facebook](#)[Twitter](#)[LinkedIn](#)[Google+](#)[Email](#)

Posted 6 days ago | Closes in 1 week

Air Conditioning Mechanic

Orange County, CA
Full-Time Regular - \$76,876.80 annually
Category: Building & Safety / Building Maintenance / Public Works / Trades / Maintenance / Utilities

AIR CONDITIONING MECHANIC THIS RECRUITMENT IS OPEN TO THE PUBLIC This recruitment is being held to establish an open eligible list to fill current and future Air Conditioning Mechanic vacancies. Although the current vacancies exist in OC Public Works and OC Sheriff's Department, this eligible list may also be used to fill vacancies in...

[Facebook](#)[Twitter](#)[LinkedIn](#)[Google+](#)[Email](#)

Posted more than 30 days ago | Continuous

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

Health Care
Agency



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.

ACTIVITY

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?

ACTIVITY

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.

ACTIVITY

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?

ACTIVITY

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

ACTIVITY

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



**THANK YOU
FOR YOUR
PARTICIPATION**