

Name:

Date:

Interview Questions for Phone-a-thon Supervisor
Rate each question from 1 (lowest) to 5 (highest)

1. If you were a cucumber in a salad and somebody was about to eat you, what would you do?
2. What can you tell us about fundraising at UMass Dartmouth?
3. What can you tell us about the phone-a-thon supervisory position?
4. Why are you interested in this position?
5. What experience have you had as a supervisor?
6. Part of the supervisor responsibilities involves participation in interviewing and hiring callers. What qualities would you look for in potential callers?
7. What are your three greatest strengths and how will they assist you in doing this job?
8. What are your weak points and how have you overcome them?
9. As a supervisor you will run into different situations that you will have to deal with. What steps would you take if callers:
 - a. Were disrespectful to you
 - b. Kept coming late for work
 - c. Were not performing the assigned tasks correctly
 - d. Were continually on the telephone for personal telephone calls.
 - e. Were using derogatory language on a telephone call.
 - f. Continued to make careless mistakes
 - g. Encountered an alumnus who was verbally abusive?
 - h. Asked you a question that you were unsure of/or did not know the answer to?
10. How confident are you that you can successfully perform the duties of this position and why?

Do you have any questions for us?

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INTERVIEW QUESTIONS FOR STUDENT MANAGERS

1. What about this job appeals to you?
2. What do you like best about the Phone-a-thon? Tell us again about the changes you would make.
3. Describe your calling style. How would you share your calling experience with other callers even if their style were different from yours?
4. Have you had any experience training or teaching people? Why do you think you would be a good trainer or teacher? (Personalize) What is one thing you would tell the trainees to make them feel more comfortable on the phone?
5. How do you feel about supervising and disciplining friends? How would you handle it if a friend was goofing around and wouldn't call when you were supervising a shift—(they had trouble separating friendships from work)?
6. What motivates you to do a good job? What motivates callers?
7. How do you solve problems?
8. What does it mean to be a leader?
9. Tell us again about the strengths you feel you could bring to the student supervisory team?
10. Suppose you are making an important announcement and people start talking to each other rather than listening to you. How would you keep their attention, or what would you do to make the topic more interesting?
11. A caller needs an answer for a question on the phone. You don't know the answer and you are the only supervisor there. What would you do?
12. Part of the job entails hiring new callers. After conducting interviews, how would you know if we should hire them or not?
13. What specific things could we do to improve training?
14. How would you improve employee turnover?
15. How can you establish a relationship with callers and keep the Phone-a-thon fun while still keeping the chain of command?

LOGISTICS

1. Can you come back a couple days early in the Fall for our Leadership meeting?
2. Will you be available for the week of training in early September?
3. Are you available for bi weekly manger meetings date and times TBA
4. Will you have other jobs, internships next year? Play sports/plays?
5. Starting pay \$9.25

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Ratings

1. Articulate: able to express oneself clearly	1	2	3
2. Vocabulary: choice of words used to express oneself	1	2	3
3. Self confidence: able to convey a feeling of trust in one's power and abilities	1	2	3
4. Assertiveness: a feeling of aggressiveness	1	2	3
5. Analytical: ability to organize one's thoughts in a clear, logical and persuasive manner	1	2	3
6. Listening: pays attention when spoken to	1	2	3
7. Supervisory Experience	1	2	3
8. Knowledge of the Phone-a-thon	1	2	3
9. Knowledge of Fundraising at UMD	1	2	3
10. Overall: this persons ability to get the job done	1	2	3