

**SUBJECT: PROCEDURES FOR CONDUCTING
INTERVIEWS FOR NON-
INSTRUCTIONAL SUPPORT POSITIONS**

GENERAL:

The purpose of this bulletin is to outline the procedures for conducting interviews for Non-Instructional Support Positions.

A. PROCEDURES FOR SELECTION OF CANDIDATES

1. All candidates must provide the following to be interviewed:
 - a. Resume
 - b. Proof of educational requirements
 - c. Letter of Intent
2. Individuals interviewed are to be those with the highest qualifications based on the resume submitted for the open position.
3. Any applicant requesting Veterans' Preference must be interviewed if he/she meets the minimum qualifications for the position. Specific eligibility is available on the Non-Instructional Staffing Department's web site. To be eligible for Veterans' Preference, applicants must:
 - a. Complete the Veterans' Preference Claim Form,
 - b. Provide a copy of his/her DD Form 214, and
 - c. Provide proof of Florida residency.
6. Applicants requesting a Hardship Transfer, are guaranteed an interview.

B. PROCEDURES FOR SELECTING INTERVIEW PANEL

1. Consists of a minimum of three diverse individuals:
 - a. One male
 - b. One female
 - c. Two ethnicities
2. The same interview panel is to be used for all applicants for the open position.

C. PROCEDURES FOR INTERVIEW QUESTIONS

1. All questions asked in the interview must be job related and link to the requirements of the position. (See F for Sample Questions.)
2. The same interview questions must be asked of all candidates.
3. Follow-up questions are not to be asked unless those same follow-up questions are asked of all candidates.

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4. Interview questions must be measurable and relate to:
 - a. Leadership skills
 - b. Knowledge in the area of the position
 - c. Experiences in the field of the open position
 - d. Organizational skills
 - e. Evidences of professional growth

D. PROCEDURES FOR RATING CANDIDATES

1. Responses to interview questions are to be scored on a rating form. (See G for sample form)
2. The rating rubric is only to contain items that are measurable.
3. No items are to be included on the form that relate to:
 - a. Moral character
 - b. Ethical behavior
 - c. Character
 - d. Personality
 - e. Physical/mental/emotional health
4. The following rating system **MUST BE USED** for interviews and must be scored according to the following guidelines:
 - a. 0 = Not identifiable via response (No evidence or inaccurate)
 - b. 1 = Much less than competent/professional level (Minimal knowledge)
 - c. 2 = Less than competent/professional level (Knowledge level only: only what they know)
 - d. 3 = Competent/professional level (Application level: what they have done, experiences)
 - e. 4 = More than competent/professional level (Synthesis: how applied)
 - f. 5 = Much more than competent/professional level (Analysis: impact, results)
5. Rubric scoring points are to be awarded using:
 - a. Whole numbers, **NO** half numbers
 - b. **NO** pluses or minuses
6. All notes/comments taken during candidate interviews **MUST** be directly related to the interviewee responses. Frequently, records are reviewed by candidates and the general public under Florida Sunshine Law. All comments **MUST** be directly correlated to the responses of the interviewee to the interview questions.

E. PROCEDURES FOR MAINTAINING INTERVIEW DOCUMENTS

1. Once the interviews have concluded and a candidate has been selected, the following items must be filed, maintained by the site, and retained for a period of not less than three years:
 - a. All applicant resumes

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- b. Interview questions, panel members and interview schedule
- c. Interview scoring rubrics, if used, signed by each panel member
- d. Summary sheet of interview scores from rubric, if used, revealing that the top scoring candidate was selected for the position

F. SAMPLE INTERVIEW QUESTIONS

- 1. During your last employment, what organizational skills did you use when planning your day to complete all tasks?
- 2. How do you use tools or equipment to complete job tasks?
- 3. Give an example of a time when you used, or were involved in, a team approach to complete a job task?
- 4. If you see a co-worker performing a task and you know a way it can be done more efficiently or effectively, what would you do?
- 5. What would you do if you and a co-worker have a disagreement?
- 6. What would you do if you determined that you will be late to work?
- 7. If in completing a job task, you discover a confidential item, what would you do about it?
- 8. If working for more than one boss and/or handling more than one responsibility, how would you prioritize your work load? How would you handle each boss stating that they are priority over the other?
- 9. What do you see as your greatest strengths in performing the responsibilities of this job? Greatest weaknesses?
- 10. Tell me why I should select you above other candidates for this position.

F. SAMPLE INTERVIEW RATING FORM (Exhibit A)

Applicant's Name: _____

Date of Interview: _____

Interview Rating Scale

The following rating scale is to be used for all interviews:

- 0 = No evidence or inaccurate
- 1 = Much less than competent/professional level (Minimal knowledge)
- 2 = Less than competent/professional level (Knowledge level only, only what they know)
- 3 = Competent/Professional level (Application: what they have done, experiences)
- 4 = More than competent/professional level (Synthesis: how applied)
- 5 = Much more than competent/professional level (Analysis: impact, results)

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Interview scoring points are to be awarded in WHOLE numbers only with NO pluses or minuses and NO half or quarter numbers

Question #	Score	Comments
TOTAL SCORE		

Signature of Scoring Individual

Date

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