

# Interviewer Expectations



## Be Prepared!

- Review Applications and recommendation forms in advance. Make notes where needed!
- Familiarize yourself with interview questions and have questions/interview materials ready to go.



## Be Welcoming!

- Bring on your WEST!! Smile and engage with applicants!



## Be Engaged!

- Listen to questions and responses.
- Nod, make eye contact, and give verbal cues that show you are listening.



## Be Camp Appropriate!

- You are an ambassador for Camp and representing the best thing about camp; the magic of Camp and our INCREDIBLE community!
- Your passion for volunteering for camp should come shining through during the interview process. Please leave sarcasm and inside jokes at the door. We want all of our applicants to feel emotionally safe.



## Be Aware of YOU and Your Energy!

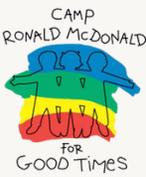
- Be mindful of your facial expressions, tone of voice, and gestures that reveal your feelings. If an applicant sees you are uncomfortable they might change their answers to try and please you.
- Be mindful of your body language. Be sure to keep your feet on the floor. Sit up tall in your chair, shoulders back, and ready to receive responses from applicants.
- Appear interested at all times! If the applicant senses you are intently listening, they are more likely to open up.



## Be Fair, Consistent, and Thorough!

- Remember to evaluate the applicant during the whole interview.
- If you miss something ask the person what you missed. “Chad, I missed what you said...”
- You need to look for both strengths and weaknesses. Remember, we want to hire people based on both their strengths and weaknesses.
- Beware of falling in love with potential! (Remember that we’re providing a service for the kids, not the staff!)
- Stick to the questions! It’s okay to ask for clarification. Please do not add extra questions of your own. Make sure to ask each applicant ALL of the questions.

# Applicant Behaviors to Watch For



## Green Flags!

- ✓ Smiles
- ✓ Arrives early to interview
- ✓ Asks insightful questions
- ✓ Asks others for suggestions
- ✓ Practices kindness; uses please, thank you, excuse me, learns others' names, introduces themselves to others, etc.
- ✓ Compliments others, positive self-talk
- ✓ Smiles or laughs at themselves to show they are not perfect
- ✓ Shares credit with others and gives credit by saying things like "our idea" or "It was Chad's suggestion"
- ✓ Gives other people opportunities to lead by asking them to step into a role
- ✓ Can identify and meet needs in given situations
- ✓ Accepts compliments from others
- ✓ Takes initiative, but doesn't always have to be first to speak, giving others the opportunity to insert themselves.

## Red Flags!

- ✗ Arriving late - especially with no heads up
- ✗ Arrives unprepared
- ✗ Overly unprofessional appearance
- ✗ Lack of eye-contact
- ✗ Inability to connect, weak social skills
- ✗ Swearing/inappropriate language
- ✗ Gossiping/talking trash about others
- ✗ Rambling too much - lack of focus
- ✗ Too much bragging/self-centered
- ✗ Overly uncomfortable in group setting
- ✗ Poor listening skills: always asking to repeat the question, not answering the question asked, asking questions that someone else already asked
- ✗ In talking/working with others: is rude, speaks over others, interrupts, dominates conversation, leaves others out
- ✗ Rarely shares own ideas or not open to the ideas of others
- ✗ Shows lack of respect for role, organization, and interview
- ✗ Defensive when given feedback. Not able to understand or apply the feedback.
- ✗ Think they already know everything there is to know about camp due to previous experience (could be previous camp experience, former camper, etc.) Not open to taking in this new experience.