

Frequently Asked Questions About Interviews

1. Should I ask about money in the interview?

No. It is recommended you discuss with your consultant the salary range you would be happy to accept before you meet with the employer. This way everyone knows before the interview where they stand, and there are no nasty surprises when it comes to offer stage. Do not try to negotiate more in interview. Should the employer ask you outright what you are looking for, be upfront and advise them the figure you have previously discussed with your consultant.

2. What Questions Should I ask at the end of the interview?

It is always prudent to have a few questions to ask at the end of an interview, however you must ensure they are relevant to the conversation you have just had. No doubt you will have discussed the position and organisation in a lot more detail, so make a mental note of anything you would like to know more about and ask the question at the appropriate time.

It is always a good idea to research the organisation before your interview. (The internet is the easiest way to do this). If you mention you have researched the company and then ask a relevant question pertaining to that research you will find the interviewer will be most impressed. This may set you apart from other candidates interviewing for the same position.

Sample questions:

- ó What are your expectations of me in this position?
- ó Is there a career path leading on from this position?
- ó How would you describe your company culture?
- ó Is there an induction and do you provide training in the role?
- ó Are you expecting to run a second round of interviews?
- ó When can I expect to hear back from you?

3. What questions will the interviewer ask me?

This is dependant on the style of interview the organisation adopts. Many interviewers keep a casual approach whereas others tend to assess individual competencies through a behavioral style interview. (See interview tips).

Here are some generic yet commonly asked questions to practice on. Remember, should the

- ó What are your strengths?
- ó What are your weaknesses?
- ó Why did you apply for this position?
- ó What do you know about us?
- ó Why are you looking to leave your current position?
- ó Give me an example of a time you had to deal with a difficult customer. What was the situation, how did you deal with it, and what was the outcome? Would you do anything differently next time?
- ó What are your career aspirations?
- ó Why should I choose you for this position?
- ó How do you think you can add value to this company?
- ó When are you available to start?

4. Will I be tested in interview?

Once again this depends on the style of role you are applying for. Some first interviews within customer service/call centre tend to run assessment centres with a number of other candidates in order to test and shortlist a group for interview.

Psychometric (Personality and Aptitude) and Skills Testing (PC Literacy) may also be used to test a candidate's potential fit for a position. Your APRG Consultant will advise you before the interview should any testing be required.

5. Should I take a copy of my resume or anything else with me to interview?

Your resume has already been forwarded to the client and so there should be no reason why you need to provide a copy. You should ensure you are familiar with your resume before interview. Having to refer to your resume does not create a good impression. Talk to your consultant about taking any additional information with you such as previous appraisals etc.

6. When will I hear back from you or the client?

Traditionally this will depend on the number of people interviewing for the role. Sometimes interviews are held over a week and are then benchmarked for offer or shortlist for 2nd interview. Ask your APRG Consultant to give you an idea as to the timeframe from interview to decision.

Ask Us A Question?

Should you like any more information or interview tips please email corporate@aprg.com.au

