
Structured Interview - Preview

Prerequisite Skills and Abilities for Taking This Test

This test is computer administered under strict timed conditions. It may require the following: Sitting for more than 30 minutes, performing physical actions involved in reading information on a computer screen and using a computer mouse and/or keyboard (e.g., moving arms, wrists, hands, fingers, neck and head), and seeing and comprehending written material (e.g., numbers, words, graphics, phrases, directions for completing the test) on a computer screen.

If you need any test accommodations consistent with the Americans with Disabilities Act (ADA), please contact Verizon's test accommodations group via e-mail at: verizon.assessments@verizon.com prior to the administration of this test.

Structured Interview Preview

The purpose of this Structured Interview Preview is to provide candidates with an overview of what to expect during the structured interview process. This is important because it helps ensure fairness and that all candidates have an opportunity to do their best.

Purpose of the Structured Interview

A structured interview is an interview that has a specific format and addresses specific issues. The same questions are asked of all candidates for a specific job. This standardization ensures that candidates are evaluated in a consistent manner. Structured interviews contain questions that are related to the skills and abilities required on the job. Job-related questions ensure that candidates are assessed on job-relevant information. The interviewer records and evaluates the candidate's responses to each interview question. The responses are then evaluated using standard rating scales.

Structured Interview Description

The use of validated, job-related structured interviews is one way Verizon ensures that all individuals are selected based on the requirements of the job and not on unrelated factors such as race, color, age, religion, gender, national origin, ancestry, marital status, sexual orientation, citizenship, veteran status, or disability status. All employees are selected based on how well they meet the requirements of the job.

Structured interviews allow interviewers to systematically evaluate each candidate based on the same set of interview questions and using the same rating scale. This “common yardstick” provides a fair and systematic way of evaluating all candidates for a given position. Structured interviews are designed for a specific job or group of jobs, and vary in length. The interview that you take will last anywhere from 30 minutes to 90 minutes, depending on the job for which you are applying.

Structured Interview Preparation

Feeling Well

Candidates who are not feeling well before the interview begins, or candidates who have a reason to believe that they will not be able to do their best on the interview, are responsible for notifying their Human Resources Representative to schedule a new interview date. Once an interview starts, it must be scored, and the standard re-test period must expire before the interview can be retaken. The retest interval is 6 months after the first time the interview is taken, and 12 months after each additional time.

Know the Details Surrounding the “Where & When” of the Structured Interview

It is the candidate’s responsibility to know where and when the interview will take place and to be available at the scheduled time.

Be Rested and Ready

If at all possible, the candidate should make sure they are well-rested before the interview. This will help the candidate stay alert during the interview and help them do their best. Also, the entire interview process can last up to one hour, so the candidate should plan accordingly.

Understand the Question

If a question is not understood or was not heard, the candidate may ask the interviewer to repeat the question. Interviewers have been instructed to repeat questions if asked, but they cannot interpret the question for candidate.

Answering Interview Questions

Good responses to interview questions are accurate, thorough, clear, and concise.

Structured Interview Questions

The structured interview may contain behavioral questions, situational questions, and/or knowledge questions that measure competencies important for success in the position for which the candidate is being evaluated.

Behavioral Questions

A behavioral question evaluates the candidate's past experience as it relates to the new job. An example of this type of question is:

Tell me about a time in a previous job when you had to work on a team. Explain the circumstances, your actions, and the results.

The response to this type of question should be thorough and detailed, but should not include information that is not requested. It should include a description of the situation, the actions taken, and the results of the actions.

Situational Questions

A situational question places the candidate in a hypothetical situation and asks how they would respond. This type of question evaluates the candidate's ability to apply their knowledge and skills to situations that they may encounter on the new job. The following is an example of this type of question:

You have been asked to work on a team in your office with the goal of increasing the unit's sales performance. What steps would you take?

The response should be thorough and detailed, but should not include information that is not requested. It should include a specific description of the actions that the candidate would take in the situation.