



# Interviewing for Federal Jobs

Recruitment Policy and Outreach  
Outreach, Diversity and Inclusion  
Office of Personnel Management (OPM)



# Interview Formats: Structured vs Hiring Manager Interview

Structured Interview	Hiring Manager Interview
All candidates are asked the same questions	Typically, all candidates are asked the same questions
All candidates are given the same amount of time to respond	Typically, all candidates are given the same amount of time to respond
Notes are scored	Notes are <u>NOT</u> scored



# Interview Delivery Methods

- In-person
- Telephone
- Digital Media
  - Zoom
  - Microsoft Teams





# Type of Questions

- Behavioral
  - Draws from your actual behavior during past experiences
    - “Tell me about a time when you...”
- Situational (Hypothetical)
  - Indicator of how you will behave in a similar situation
    - “If you were in the following situation...what would you do?”



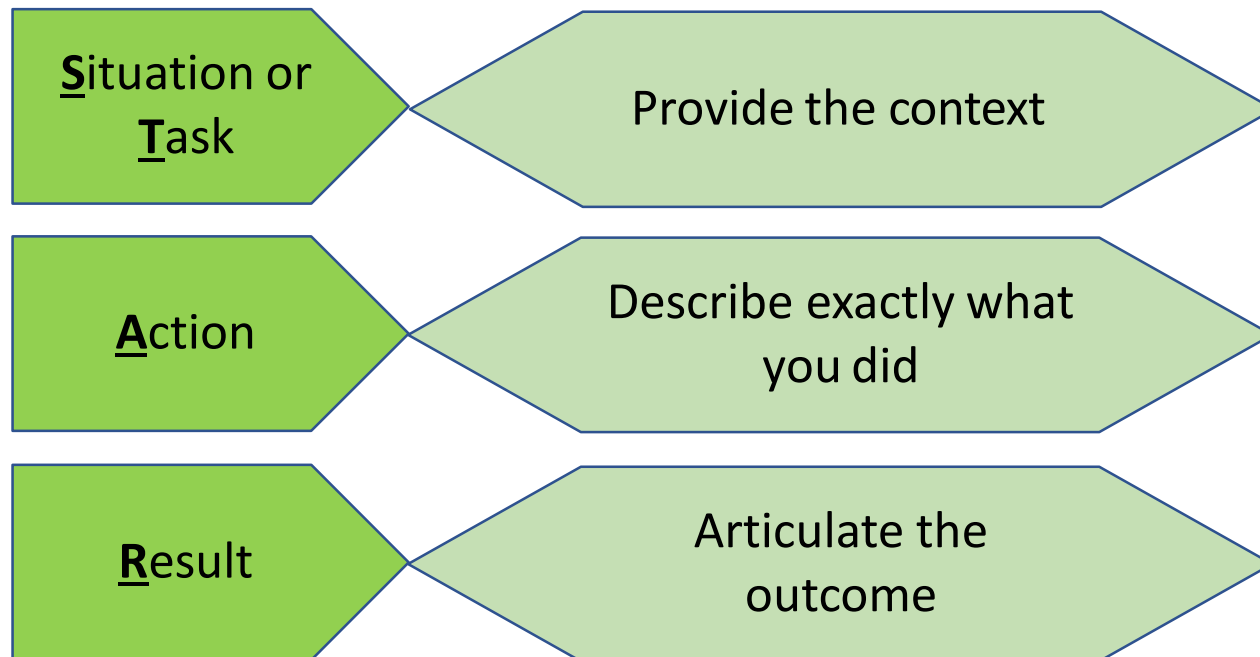
# Type of Questions

- Tell me about yourself
  - Keep your response job-related
  - Focus on what the hiring manager is looking for
  - Highlight your most important accomplishments
  - Consider any volunteer-related work



# Responding to Behavior-Based Questions

Use the STAR Model to provide three important pieces of information





# Behavior-Based Question - Example

## ■ Competency: Customer Service

*Customer Service - Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.*

Tell me about a challenging customer service experience.

- Who was involved?
- What specific actions did you take?
- What was the result?



# Behavior-Based Response - Example

## Situation or Task

We needed to translate new IT jargon to users and communicate their needs and frustrations with the system to the IT staff. Lack of communication between the two groups was affecting satisfaction metrics.

## Action

I convened focus groups with users and designated an IT team members to follow up on specific recommendations. Based on the feedback, I prepared and implemented a plan to improve and expand Help Desk services.

## Result

Users gained a better understanding of the IT system and new lines of communication were established between IT staff and system users. Service calls decreased by 15% and satisfaction rates improved by 20%.





# Behavior-Based Question - Example

## ■ Competency: Teamwork

*Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.*

Describe a situation/task where you worked collaboratively with others to accomplish a goal. Describe the goal, your role on the team, and the result.

- Who was involved?
- What specific actions did you take?
- What was the result?



# Behavior-Based Response - Example

## Situation or Task

I work in a benefits claims department. One of our claim teams was understaffed and claims were backing up. My team was caught up with my work, so I had some extra time.

## Action

I volunteered to complete several of their research assignments.

## Result

I researched the claims for my teammates who were behind and got them caught up on that part of the work. I completed the research during work hours, which did not impact my regular work, and saved the organization from paying overtime.



# Behavior-Based Question - Example

## ■ Competency: Resilience

*Resilience - Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.*

Tell us about a time when you worked on a project for months, that just never made it to the finish line through no fault of your own.

- How did you personally handle this situation?
- What kept you motivated?



## Behavior-Based Response - Example

I developed new training for one of our customers. The approval process took a long time, so the customer decided to use another company. My supervisor told me the quality of the training was good and to adapt the content to align with other customers. (Situation)

I adapted the training to suit other potential customers and prepared a new proposal for those prospective customers. Once I sent the proposal, I followed up with the customers to ask if they had any questions. (Action)

We did not secure the initial customer, but I was able to offer the training to two other organizations. I trained 400 employees in a six-month period. I was confident the training was needed and worked hard to find other customers. (Result)



# Behavior-Based Question - Example

## ■ Competency: Leadership

*Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.*

Describe a situation in which you led a group to accomplish its goals.

- What was the project?
- Who were the team members?
- What actions did you take?
- What were the results?



# Behavior-Based Response - Example

## Situation or Task

My organization lacked a formal and strategic approach to managing its web assets. My vision was to completely revamp the way we approached web management activities by developing an integrated approach. Program officials strongly resisted my initial efforts to consolidate web management as they feared giving up the existing approach would cause them to lose control of their resources.

## Action

To overcome resistance from senior leaders, I met with them individually and in groups, and strongly championed the integrated approach. I demonstrated how the current approach was highly duplicative and inefficient and was hampering progress in advancing its mission and meeting customer needs.

## Result

As a result of these efforts, the corporate approach to web management was prominently featured in my organization's Strategic Plan, making it one of the company's top priorities over the next five years. Progress in implementing the new plan has made the website a more dynamic and responsive tool that is now widely used by customers.



# Behavior-Based Responses - Summary

- Use the STAR Model
- Present examples from your experience that demonstrate competencies, knowledge, skills, and abilities for the job
- Quantify your achievements, such as:
  - If you saved money, state how much
  - If you improved a process, describe what was improved (e.g., saved money, increased sales)



# Situation-Based Question

- Situation-based questions present realistic job-related scenarios, situations, or dilemmas requiring candidates to explain how they *would likely* respond
  - The underlying premise is that people's intentions are closely tied to their actual behavior in similar circumstances





# Situation-Based Question- Example

## ■ Competency: Leadership

*Leadership - Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.*

You are managing a team project. Successful completion of the project requires the team to work together, but some of your team members have insisted on working independently. This has resulted in duplication of efforts.

- What specific actions would you take?
- What challenges would you anticipate?



## Situation-Based Response - Example

**Action:** I would talk to each individual to ascertain contributions towards the project and goal. Then, I would conduct weekly meetings to share information about the status of the project and highlight everyone's contribution to achieving the goal. This would ensure all team members actively participate.

**Anticipated Challenges:** I expect to learn that some parts of the project are not being worked on at all and to have some resistance when I reassign some people to different duties. I would have a team meeting to figure out where we can redirect some individuals' efforts based on their talents and interests, to ensure the goals of the project are being met and that there is buy-in on the newly assigned tasks.



# Interview Scheduling

- Hiring agency may telephone or email to schedule an interview
  - Ensure accuracy of contact information on your resume
- Obtain information from the scheduler
  - Point of contact information
  - Building access requirements; Identification needed; Amount of time to clear security



# Tips

- Listen carefully to each question
- Provide responses showing how you would contribute to the organization's mission/goals
- Avoid negative comments about previous employers or coworkers



## Other Considerations

- Have your list of professional references ready
  - No more than 3 or 4 (including current supervisor)
  - Include name, title, email address and telephone number
- Leave on high note and ask for the job
- If you have a portfolio or samples of your work, this is a good time to set yourself apart from other candidates (ask if you can email if not in-person).



## After the Interview

- After you leave, write notes on the interview
- Send a “thank you” email
- Stay positive
- Follow up if you do not hear back