Phone & Skype Interviews

Employers might use phone or Skype interviews as a brief screening method to determine who to invite for an in-person interview, or to accommodate interviewers and job candidates at various locations.

Phone Interviews

Before the Interview

- Know the names of the people who will be calling you. Verify the time and time zone.
- Verify whether the employer will be calling you or if you should call them
- Have a reliable connection. Secure a land line if needed. Make sure your phone is charged.
- Turn off call waiting and messaging
- Dress as you would for a face-to-face interview to establish the right mindset
- Research the company and practice your responses to potential interview questions
- Have your resume in front of you to refer to during the interview. Write down some key points you want to mention.
- Prepare questions to ask the employer. Write them down so you have access to them during the interview.
- Take a few minutes before the call to sit quietly and collect your thoughts
- Make an appointment at the Career Development Center for a Mock Interview

During the Interview

- Speak clearly and with appropriate volume. After the introduction, ask interviewer(s) if they can hear you clearly.
- Convey enthusiasm by monitoring your voice volume, speed and tone. It may help to smile.
- Ask for a question to be repeated if you do not understand the question
- Write down the names of the interviewer(s) and their role(s) at the company to refer to later
- If you can't think of an answer to a question right away, verbalize this so there is not dead air on the line. "Let me take a moment to think about your question."
- At the end of the interview thank them for their time, clarify their timeline for hiring, and reiterate your interest in the position.

After the Interview

- Send a thank you note to everyone on the call. An email is appropriate if they will be making a decision about in-person interviews soon.
- Call the employer to check on the hiring process if the timeline for next steps has passed.
- Write down the questions you were asked and your responses to refer to for future interviews

Skype Interviews

- Turn off all other applications so you won't be interrupted during the interview
- Have a clean, uncluttered background, but avoid plain walls and windows behind you
- Have adequate lighting that illuminates your face from above
- Don't position your body directly facing the camera. Turn your knees slightly to the right or left.
- Have most of your upper body visible in the camera
- Dress professionally. Avoid wearing white or patterns.
- Make "eye contact" by looking directly at the camera, not the monitor. If this feels awkward, tape a photo of a person's face directly next to your camera.
- Practice with a friend shortly before the interview to ensure everything is working correctly. Email them a few questions ahead of time to ask you in the practice interview.
- Make an appointment at the Career Development Center for a Mock Interview

Accommodations

Candidates who have a disability that would impede their ability to conduct a phone or Skype interview should articulate their needs when the request for an interview is made. Employers are required to provide reasonable accommodations. Be prepared to suggest alternative formats such as online chat.

Make an appointment at the Career Development Center for a Mock Interview either in-person, by phone, or via Skype.