

Hints on Preparing for a Non-Scored Oral Interview

The below information is subject to change at any time, without prior notification.

Depending on the job class, the oral interview MAY consist of questions or exercises from various categories, such as but not limited to:

Competency	To What Effect or In What Context is it Used?	To What Degree of Accuracy or at What Level?
Communication skills and abilities (oral, written, listening, interpersonal/body language)	Varies per job class, but as needed in addressing routine to complex/sensitive issues	Varies per job class, but strive for the following: <u>Oral</u> : Strong, clear, precise, and effective via phone/radio and in person (whether one-on-one, or to a small or large group); <u>Written</u> : Error-free, grammatically correct, correct sentence and paragraph structure, effective style, organized format, user-friendly for the appropriate audience, appropriate clerical/legal format; <u>Listening</u> : Strong, effective, genuine <u>Interpersonal/Body Language</u> : Non-offensive, Non-intimidating, Approachable, Pleasant.
Examples may include but are not limited to: <ul style="list-style-type: none"> • Establishing and maintaining good working relations • Addressing and resolving questions and problems • Resolving conflict • Presenting information to supervisors, management, or elected officials • Cross-training and training employees • Establishing procedures, reports, correspondence, minutes, documentation, and various other forms of documentation • Following through with directives and instructions 		
Reasoning skills and abilities (Problem Solving, Decision Making, Critical Thinking, Comprehension)	Varies per job class, but as needed in addressing routine to complex/sensitive issues	Varies per job class, but strive for the following: Objective, Sound, and Effective
Examples may include but are not limited to: <ul style="list-style-type: none"> • Defining problems, Collecting data, Establishing facts, Drawing valid conclusions • Addressing and resolving questions and problems • Comprehending, evaluating, analyzing, and interpreting information • Thinking outside the box, brainstorming ideas and solutions, being able to look at issues from various perspectives • Exercising good judgment • Making decisions that serve the City's best interests • Comprehending information in oral, written, mathematical, or diagram form • Learning and retaining new information • Performing necessary math, basic to advanced, as needed to perform essential job functions 		
Leadership skills and abilities	Varies per job class, but as needed in addressing routine to complex/sensitive issues	Varies per job class, but strive for the following: Objective, Sound, and Effective
Examples may include but are not limited to: <ul style="list-style-type: none"> • Working on a team to accomplish a goal, as a member or leader of the team • Supervisory / lead person skills and abilities • Ensuring excellent customer service to internal and external customers • Demonstrating strong initiative, self-starter, pro-activeness, and innovativeness attributes • Demonstrating strong enthusiasm, judgment, commitment • Demonstrating positive role model attributes • Demonstrating dedication and commitment to employee safety 		

- Demonstrating flexibility in the face of change
- Demonstrating integrity, trustworthiness, honesty, maintaining confidentiality
- Demonstrating strong work ethic, proper work temperament, and being an overall dependable employee

Efficiency skills and abilities

Varies per job class, but as needed in addressing routine to complex/sensitive issues

Varies per job class, but strive for the following:

Objective, Sound, and Effective

Examples may include but are not limited to:

- Ability to effectively use required computer software and hardware to perform job functions
- Ability to effectively and safely use various equipment/vehicles to perform job functions
- Managing time, organizing, coordinating, being detail-oriented, planning, producing, overseeing/monitoring projects/reports/etc.
- Ensuring compliance with regulations, policies, procedures, directives
- Streamlining tasks, maximizing productivity, minimizing costs (or recommending ways to supervisors/management to do these things)

Job knowledge, skills, and abilities

Varies per job class, but as needed in addressing routine to complex/sensitive issues

Varies per job class, but strive for the following:

Objective, Sound, and Effective

Examples may include but are not limited to:

- Make sure you meet the education/experience and any other requirements of the job description
- Knowledge, skills, and abilities specific to this job classification (e.g., if you apply for a crew leader, you need to possess the knowledge, skills, and abilities required for a crew leader position, and so on)

- The oral interview process is different from an oral exam in that it is not scored and it is not timed. It is a structured interview process.
- Almost every candidate is tense and nervous before an oral interview, and you are probably no exception. Rest assured that the panel will not try to add to your nervousness. They will not attempt to increase your stress level with trick questions or high-pressure tactics – so try to relax as best you can.
- Two of the most common errors that candidates commit in oral interviews are to say too little OR to say too much. You should try to avoid both of these errors. Be sure that you say enough to fully respond to the question asked or the scenario presented – but try not to ramble, over-analyze, or go beyond the problem presented.
- You will be asked a standardized set of questions. Furthermore, we may follow-up with questions, such as if we need to inquire about information on your application.
- Do not assume that the interview panelists already know that you know the answer to the question. You have to actually respond orally to the question. In responding, you should stay focused on the question presented, and respond in a detailed and organized manner.
- Practice your interview skills in advance. Practice interviewing at home; Use a tape recorder or video recorder to see how you present yourself; have family/friends serve as a mock interview panel and have them interview you.
- Prepare yourself in advance to ensure you have confidence in yourself during the interview. Research the position and the City of Owensboro in general. This should assist you in feeling more confident. When you feel more confident, it will help you to maintain good eye contact, good posture, normal breathing, and effective communication.
- Communicate clearly, thoroughly, and try not to ramble or repeat yourself.
- Answer the question in full. If a question has multiple parts to it, make sure you answer all parts.
- If we ask for an example, try to give an actual work-related example. If you can't come up with an actual example, then explain how you would handle the situation if you were faced with it or come up with the best comparable example you can – don't just skip the question.
- Do not relate personal information for your answer – stick with job-related information (e.g., if we ask you about your most stressful situation, please don't tell us about a personal issue you had to face such as a divorce).
- It is OK to bring your resume if you want to refer to it, but you need to orally communicate your answers when asked.