

City of Eugene Human Resources

Interview Process Tips

INTERVIEWS

In the interview, evaluators commonly score your communication skills, analytical skills, preparation for the job/career, and knowledge of a particular subject.

- Be prepared. Find out a bit about the City of Eugene and the department you would be working for. You may choose to do research at the Eugene Public Library or by visiting the department website at www.eugene-or.gov.
- Think about your strengths and weaknesses and be able to talk about them.
- Be prepared to speak about your past and current jobs and responsibilities, as well as the reasons for leaving former jobs.
- Be on time, or early.
- Listen to the question in its entirety, think first, and then answer what YOU think or believe. Don't try to anticipate what you think the evaluators want to hear.
- When answering questions don't use slang or inappropriate words. Try to make eye contact, be relaxed and personable, and be yourself.
- Put yourself in the role of the job when you answer a situational question.
- Don't be afraid to sell yourself and talk about your abilities, but be aware of the fine line between selling yourself and boasting. Remember, the panel is asking the same questions of all candidates – be memorable.
- Be aware of your mannerisms and try not to distract the panel members. Some nervousness is natural, but the more confidence you display, the better.

ROLE PLAYS

Depending on the hiring process, a role play may also be included at the time of interview. Generally, the major items rated during role play exercises will be your problem solving skills (thinking on your feet), communication skills, sensitivity to others, and how well you handle stress.

- Listen carefully to your instructions. Be sure to play the role you are assigned.
- Speak loudly and clearly (but don't shout).
- It is not enough to know what to do in the exercise; you need to let the evaluators know you know what to do. Be sure to play the role and verbally communicate in the situation.
- Be yourself but make sure you step into the character.
- Try to block out the evaluators and focus on the situation. Don't address the evaluators, unless instructed otherwise.
- Pace yourself. There is a time limit, so don't get focused on one thing.
- Try not to laugh – stay in character.
- If you start one approach and find it is not working, try another approach.