Phone Screen Interview Template

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| Candidate Name: | Marie Therese Rizk, 61404699926 |
| Position Applied for:  | Team Admin Assistant |
| Date of Phone Screen: | 8 July 2016 |
| Interviewer: | Caroline Ross |

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| Thank you for your time for an initial phone screen to ask a few questions & then I will tell you a little more about Bilateral Solutions and the opportunity.**Bilateral Solutions –** company specialises in providing assistance to companies wanting to set up their business in Australia.If a company wishes to set up a branch office or subsidiary in Australia then Bilateral will assist them with accounting, tax, payroll etc. Their client base is international (Europe, US, Asia, Dubai) and they deal with many industries. They are a small company of about 10 people, the Managing Director is French. The Administrative Assistant will support a team of about 7 people, assist with sending out invoices, tax statements, payslips amongst other things.  |

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| 1. What attracted you to this opportunity?
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| I am not really after the money as such, I am looking more for a good environment and flexible team. I am working in a nursing home at present, it’s a sad environment with people passing away, a lot of emotional pressure. I want a happy workplace  |
| 1. Why are you currently seeking another role?
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| I am looking for a different environment, I am a secretary but my duties involved HR, admin. I have no chance for growth in current position, I am thinking about studying HR next year part time.  |
| 1. Can you give me a brief overview of your background?
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| Before I moved to Australia, in Lebanon I worked in an insurance company. I was very happy – I have a bachelor of mathematics, and I tried teaching but I didn’t like it. I then worked for an NGO called Sesobel. I loved working for them for three years but I left when I can to Australia and married. My overseas experience has made it hard to find work in Australia. |
| 1. What are your primary skills and how do you think they match this role?
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| I am a very organized person, I have a lot of patience, I communicate in a very positive way, I am willing to learn and improve my skills. I have undertaken a lot of training. |
| 1. This role will need a high level of accuracy with some of the work, can you give me an example from your previous work history of when you had to be very precise and pay close attention to detail?
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| In my insurance job and at Sesobel I audited procedures as both entities were going through accreditation and I had to write all the processes and procedures. I was in payroll department which also requires accuracy. |
| 1. How do you deliver value to an employer?
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| I try to focus on the client and try to deliver the best service and resolve any problems with a good attitude, follow-up as well.  |
| 1. What are your career aspirations?
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| I see myself in an administrative position hopefully in HR at some stage. I would like to find a company where I could stay and grow with the company as I don’t like to change jobs. |
| 1. Have you sought other opportunities like this? If so, how did you go?
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| I did apply for other jobs, two days ago I had an interview in Parramatta and I am shortlisted so we’ll see. |
| 1. How would a past employer or team describe you?
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| I give my opinion openly, I an honest person who speaks up if something is not right.  |
| 1. How do you like to be managed?
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| I don’t mind being managed, I know that I have very high managerial skills, I like to learn from my manager as well.  |
| 1. Can you describe the ideal team you would be supporting?
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|  Young, professional, everyone respects the time of someone else – equality in a team with everyone treated the same way  |
| 1. What size team do you prefer? (if applicable – You have worked for large and small organizations, what is your preference?)
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| I don’t mind. |
| 1. What are your salary expectations?
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| $50,000 flexible |
| 1. When are you looking to start?
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| 1 week notice from my current job |
| 1. Any further questions?
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| Are there development and promotion opportunities ?  |
| 1. From what I have just told you about this role, why do you feel you are the most suitable candidate?
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| The multicultural background is very tempting, and working for a small company, I have a lot of things to learn, I would like to stay with a company long term and therefore I am interested in development opportunities and in the prospect of a promotion long term. |
| Thank the candidate and advise them of next steps |
| **Consultant Comments:**Marie–Therese is relatively new to Australia and is still finding her footing employment wise despite tertiary qualifications. She is quite accented, but fluent in English, French and Arabic and rates her English written skills highly. Has all the requisite administrative experience apart from accounts exp to do the job. She was hoping to find a job where she could develop professional and eventually be promoted. Her admin skills, language proficiency and enthusiasm would make her a good prospect.  |
| **Proceed to interview: yes** |