

Tool

Informational Interview Questions

Overview

1. Describe your products and/or services?
2. In your opinion, what are some unique qualities your company possesses?
3. What distinguishes your company from its competitors?
4. What are the trends in the field?
5. Where will the growth be?
6. What are the skills needed today versus in the future?

Workforce

7. How many employees do you currently have?
8. Can you give me a general idea of the range of jobs that exist within your organization?
9. Which jobs have the highest number of employees?
10. Which jobs are full time and which jobs are part time?
11. Which jobs turnover the most?
12. What are some of the reasons these jobs turnover?
13. Which jobs are hardest to fill and why?
14. What job openings do you have at this time?
15. What have been your experience hiring special types of employees such as seniors, students or youth just out of school?
16. What has been your experience in working with Employment agencies in the past?

Jobs that potentially match your caseload

17. What are the tasks required to do this job?
18. What skills and abilities do you look for to do this job?
19. Are there any minimum requirements that job candidates must have to be considered for this job?
20. What type of personality is best suited to do this type of work?
21. What is the pay range and benefits related to this job?
22. Do you have a probationary period for this type of job?
23. How are new employees trained for this type of job?

Recruitment

24. How do you recruit your employees?
25. Do you have a sense of how much it costs your company in time and money to recruit, hire and train new employees?
26. Do you work with any other community programs (such as the local career center) to recruit new employees? If so, what has been your experience with those programs?

Hiring Process

27. What is the typical hiring process?
28. Specifically, what are you looking for on the application and/or resume/cover letter?
29. Do job candidates have to apply on line or are there other options?
30. If job candidates have to apply on line, do they also have to take any tests or surveys? If so, what are you looking for on those tests/surveys?
31. What is the interviewing process? What are some of the key questions that are asked during the interviews?
32. How would you characterize a successful interview based on what you are looking for in the job candidate?
33. Would it be helpful to you if we let you know when one of our prescreened candidates has applied online?
34. Who makes the final hiring decision?

Workforce related issues (productivity)

35. Do you have any recurring human resource challenges?
36. Do you have peak times of day, week or season related to your operations? If so, how do you address those peak demands for labor?
37. Do you use temporary employment services? If so, how often and for what types of tasks?
38. Do you have to pay overtime? If so, how often and which types of jobs are paid for overtime?
39. Do you have any additional unmet labor needs or log jams in the organization?
40. Are there secondary job duties that key employees in your organization don't always have time to get to? If so, what are the tasks that these key employees have trouble completing in a timely manner?

Wrap up

41. Would it be possible to observe specific types of jobs being done or specific areas of the company?
42. Could we schedule another 20 to 25 minute appointment? I want to put some information together and go over how our employment services could benefit your company?