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# **Phone Interview Questions & Answers**

Why are you leaving your current position?

Example answer: I love working with my current employer, though I've reached a point where there isn't upward mobility within the company. I'm looking to join a company where there's more upward mobility.

Alternative answer: Currently, I work as a research assistant at Stanford University. I assist Stanford University with a variety of doctorate research papers and validate student information. My contract with the university ends shortly.

What are your salary expectations?

Example answer: I've done some early research on PayScale and Salary.com. And it appears the average salary range for this role is between \$80,000 per year and \$95,000 per year. Because of this, my salary expectation would be somewhere in that range unless otherwise noted.

Tip: Whatever drew you to the company and role (besides money and benefits)—focus on that when answering.

What were your previous job responsibilities?

Example answer: I was responsible for handling all the creative deliverables. This included graphic design, UI design, and marketing or brand design. I worked cross-functionally between multiple departments to deliver on their needs.

What does a typical work week look like for you?

Example answer: At the beginning of the week, I assess the work at hand and plan out my week. Communicate with managers on their expectations. Then toward the middle of the week, I begin execution. And at the end of the week, I assess the work and speak with managers. Talk about their needs that are filled or unfilled, and plan for the following week.

Why should we hire you?

Example answer: It appears that the role is looking for someone who has a long history of driving success in a sales role. I've increased net revenues by more than 23% throughout my sales career across all of my positions.

How do you evaluate success?

Example answer: It depends on the scenario. For a team assessment, it could be the morale of the department. For quantitative assessments, it could be raw facts and figures.

How could you have improved your career progress?

Example answer: I may have made more mistakes earlier and learned from those mistakes. Taking risks early on could have exposed me to more opportunities.

How would your coworkers describe you?

Example answer: They would describe me as an active listener and someone who cares about the company.

What qualities do you look for in a manager or boss?

Example answer: I look for an empathetic listener who facilitates the team's needs.

Tip: Job seekers should answer interview questions in 90-seconds or less. A great way to be concise is to answer with a "yes" or "no." Then continue with the story that explains the answer.

What would your managers say about your work performance?

Example answer: They would say that I care heavily about the performance of both our team, department, and me. That I'm not afraid of going the extra mile to make that happen.

How would you describe yourself?

Example answer: In three words, I would describe myself as adaptable, empathetic, and creative.

Tell me about your career.

Example answer: I have always been in positions where I was exposed to multiple departments. The experience has made my career special. I can play a cross-functional role while still being an independent contributor. You'll see in my resume multiple times that this has happened and the achievements I've been able to make in those conditions.

What makes you qualified for this role?

Example answer: I've been able to deliver on sales goals more than 80% of the time for my employers. And this seems like something that is highly valued for this role.

What would you try to accomplish in your first 30-days being employed?

Example answer: In the first 30-days of my employment, I would be trying to learn as much as I can. In previous positions, I was still learning about the business in my first year on the job. The first 30-days matter the most in grasping the business, the department's role, and more.

When were you most satisfied with your current job or current role?

Example answer: Being able to have the autonomy to be able to execute. And being measured by performance goals.

Where do you see yourself in the next year?

Example answer: I see a great opportunity that comes with this role. The experiences that come with this job will allow me to transform as a professional. And develop my career path further. Beyond that, I'm uncertain.

What techniques or tools do you use to stay on top of your work?

Example answer: I try to organize my week using tools like Information Architect's writer, spreadsheets, and to-do lists.

Tip: Be conscious of waiting until the interviewer has completed speaking, then answer the interview question. If unsure, ask the interviewer, "Should I jump in?"

How would you describe your communication style?

Example answer: An active listener who communicates for others, not myself.

What is your work style?

Example answer: Considering the customer through everyday work is the most important part of this job. Workstyle should always evolve around customers' needs, whether trying to be the most creative as possible. Or I am trying to be as empathetic as possible. I'm adaptable in this nature to facilitate customer needs.

What are you going to do if you don't get this job?

Example answer: It would be miserable. I would be looking for another job opportunity that exposes me to the same departmental learning opportunities that this job would.

What makes you want to work at this company?

Example answer: Simply put, you are challenging a massive industry that has existed in America for a long time. And that is very appealing to me. I love the idea that you nurture creativity, collaboration, equality, and have an open work environment and culture.

What skill do you have that applies most to this position?

Example answer: My adaptability. It will help to facilitate customer needs and create a positive work environment for those around me.

How would you handle a conflict in the workplace?

Example answer: By using conflict resolution methods, understanding the other person, having a selfless approach, and coming to a robust, constructive conclusion. I prefer the Thomas-Kilmann Model for resolving conflict.

How would you handle receiving constructive criticism?

Example answer: Strongly. I want to adapt and grow for my team and our customers.

How would you provide constructive feedback?

Example answer: I would put the customer experience first, then try to describe how the feedback relates to that.

How would you introduce yourself to the team?

Example answer: I would tell stories of my past. Then explain what motivates me with the workplace so my teammates and I can connect on that. It's about finding connective tissue between myself and the team. The only way that will happen is by sharing my own views on the workplace and why I'm there.

Who inspires you to do a better job in the workplace?

Example answer: My family. They are who I am thinking of at all times. A family member could be one of our customers. Always creating the most optimal customer experience is what I'm striving to achieve.

What part of the job description excites you most about this position?

Example answer: The ability to take on the responsibilities of the customer service department and the marketing department. The cross-functional nature of the role is exciting. There are several other exciting factors. But at the moment, I can only predict if those are accurate. I will wait until the end of the phone call to ask the questions I have about this role.

Where do you get your inspiration from?

Example answer: Nature, other businesses, art, engineering, and books. I find inspiration from all types of media. Even cars, for example. I want to say that I see the beauty in everything and pull inspiration from that.

How would you motivate a team member?

Example answer: First, I would try to understand what motivates that person. It could be any number of things. From there, try to remind them of what originally inspired them to get everything back on track. Every person is motivated in their unique ways. It's best to learn what those ways are, then try to speak to those motivators the best we can.

How would you handle an unhappy customer?

Example answer: I would attempt to empathize with them. Try to understand what is motivating them to feel unhappy. Then communicate clearly, how I am going to attempt to resolve the issue. That's the simple answer. When the situation becomes more convoluted and difficult to predict, it can help to escalate a situation. Then follow company protocols on what to do in those scenarios.

What do you think we should be looking for in a candidate?

Example answer: Based on the job description and what I know about the company culture. It would help if you were looking for a candidate who has a strong sense of design—a candidate who can learn and adapt quickly. And while not being too stubborn about their methods of achieving success. This is a person who is both quantitative and qualitative in their work.

What CEO inspires you the most?

Example answer: That's an easy answer, it's Steve Jobs. And this is a common answer for most candidates, I would assume. The reason why he resonates with me the most is the ability to predict the future so accurately. Or, at the very least, make the future. The act of predicting human-nature is not one that should be treated lightly. It isn't effortless and inspiring to have witnessed.

When do you want to start this position?

Example answer: I'd love to start as soon as I can. I do have a job that I'm currently employed at. And I would like to provide them with two weeks' notice to transition my job duties and responsibilities to another employee appropriately. But once that notice period has ended, I would love to start my new job title with the company and begin taking on challenges.

Where do you see yourself growing within the company?

Example answer: That would be a question I would ask from you, as well. I'd love to learn what available upward mobility options are at the company and how I might use those opportunities to advance my career. Ensuring that upward mobility is available is certainly something that I'm considering with my job consideration.

What qualities should we avoid in a candidate?

Example answer: This is a hard question to answer. I don't think I can answer this question accurately since I don't have a picture of the work environment or the team's current projects. But if I had to answer this question, avoid a candidate who can't be adaptable with their work.

Who would you meet with the moment you start your work?

Example answer: I would try to meet with the entire team before starting any work. I would hope the training process would cover who the position reports to and introduce me to the team. I would attempt to meet individually with each team member to gain rapport with them. From there, meet with the manager or supervisor to learn more about the fiscal quarter's objectives.

Do you have an outside network of professionals you can consult with?

Example answer: Yes. In situations where I don't have the expertise to solve a problem, I have several friends in the industry who can assist me. My network is something that I value greatly. And I believe it's a value that I can bring with me to both the team and the company. I've had several challenges that completely baffled me. And having a friend spend 15-minutes with me and ask them to explain their knowledge of the subject has always helped me.

What makes you an exceptional candidate for this role?

Example answer: I have years of previous sales experience. Historically, I've increased sales 32% on average, across all of my previous roles. At the same time, being able to maintain customer loyalty and retention. I drive growth forward while retaining relationships. As you may know, driving growth sometimes requires driving volatility. I'm exceptional at being able to balance growth and volatility. That skill is something I believe the company should value very greatly.

What phone interview questions would you ask a candidate if you were performing this interview?

Example answer: I would ask the candidate several behavioral interview questions as well as qualifying interview questions. The behavioral interview questions will provide me insight into how the candidate can perform on the job. And the qualifying interview questions will ensure that the candidate knows how to perform its job duties and job requirements. From here, I will be able to place the candidate with the team better. Ensuring that the candidate has the required competencies to align with the rest of the team to produce high-quality work.

What is your greatest strength?

Example answer: I'm capable of taking responsibility for my actions, especially when making a mistake that lets my team down. Part of ownership and responsibility is the ability to admit when a mistake was made. This is a strength. It builds character and confidence with the team when I admit when I did something wrong and commit to making a change.

See more "strengths and weaknesses" answers.

What is your greatest weakness?

Example answer: I can find myself being too detail-oriented. I can find myself getting too heavily involved in the details of a project. While this is an indicator of my passion for the project. I can spend too much time focusing on the minor details and forget about the holistic needs of the team.

If you need more, see the full list of interview questions and answers.