

UCSF Interim Staffing



Introductions



- **Jennifer Wilson-Fischer**

- Jennifer has been with UCSF for two years, starting as a temporary Recruiter at UCSF and is currently the Senior Recruiter with Interim Staffing. Prior to UCSF she worked for 10+ years as a Human Resources and Recruiting professional in Fortune 500 hundred companies to non-profits. Additionally she has retail management experience for smaller retailers in California.

- **Frank Burgoyne**

- Frank has been with UCSF for a year as a recruiter serving the Campus side. Prior to UCSF he worked for 12 years as a recruiter for Bay Area Fortune 500 companies such as Bank of America, The Gap, Houghton Mifflin Publishing and several startups including Bluelight.com and Edusoft. Prior to his career in recruiting he was in retail management with Saks Fifth Avenue, The Gap, and Ann Taylor for 10 years.

What is Interim Staffing?



Interim Staffing provides temporary employees to UCSF departments on the Campus and the Medical Center. We actively recruit:

- Entry level to experienced Administrative/Executive Assistants
- Accounting & Finance
- Analyst Series: HR, Pre and Post Award, Project Management, etc.
- Dental Assistants, Medical Office Assistants

The Resume



- **Name, Phone Number and email address**
 - You may leave off your address
- **Professional Summary**
- **Work History includes:**
 - Company, title, city, month and years worked, description
 - Keep work description precise and honest
 - No embellishments!
- **One to two pages at the very most**
- **Make sure that your voicemail and email address are professional**

The Ideal Candidate



Managers are seeking:

- High School Diploma or higher; many positions require a Bachelor's degree
- Administrative and clerical skills (at minimum)
- Customer Service background
- Medical background
- Interpersonal Skills
 - * Verbal/non-verbal * Listening * Negotiation * Problem Solving * Decision Making
- Positive Attitude
- Adaptability

References



- Almost all companies will conduct reference checks; find them before you start interviewing
- Ask permission and get confirmation from references first!
 - Whom should you ask?
 - ✦ Current or former Managers, Colleagues or Teachers who know your work
 - ✦ No relatives or best friends
- References conducted via email through SkillSurvey
- Candidates complete information online and send to references
- Must include at minimum 3 managers and 2 colleagues, teachers, etc.

How To Become an IS Employee:



- Apply online: <http://tep.ucsf.edu>
- Create a profile, including a resume
- If skills and background are a fit, a Recruiter will call for a phone screen. They may schedule an interview at that time.
- In-person interview with a Recruiter plus:
- Skills testing: Word, Excel, Outlook, Typing and Administrative Skills – must pass at 70% or better

How To Become an IS Employee (cont.)



- Once evaluated and if determined a fit for future positions, applicant becomes a candidate.
- In addition to skills, we evaluate interpersonal skills, attitude and body language
- If a candidate does not pass the skills test, they will be given one more opportunity to re-test
- Forward test skills to candidate
- Refer to JVS or other agency if necessary for further training.

Interview and Hire



- The recruiter will forward resumes to the hiring manager, who will review and call those with whom they are interested
- Interview may be in person or over the phone
- Start date may be immediate, so flexibility is important. If candidate can't do it or isn't interested, don't take the job.
- Complete new hire paperwork with IS
- Identification is required

The Phone Interview



Prepping for the Phone Interview



- **Remember: a phone interview is an interview!**
- **Be in a quiet place with no distractions! Turn off the TV, computer; no friends, etc.**
- **Absolutely no driving and talking**
- **Pretend that the Interviewer is in the room**
- **Sit up straight; this elevates your confidence and voice**
- **Use a headset, if possible.**
- **Have your resume and pen and paper to take notes**

Questions to Ask During the Phone Interview



- What are the job duties?
- If this is for a temporary role: how long is the assignment? Is there a possibility of an extension?
- What is the work schedule?
 - Disclose any personal appointments that may interfere with the work schedule!
- What is the dress code?
- Where is the position/assignment located?
- Could I get your name and phone number? - If you wish to get an update on the status of your interview, contact the interviewer.
- When will a decision be made?
- Thank the interviewer! Tell him/her that you enjoyed speaking with them and that you are looking forward to hearing from them again.
- Reiterate your interest in the position.

The In-Person Interview



How to Prepare for the Interview



- **Understand the job description**
 - Ask your company contact if you have questions
- **Research the Company**
 - Be prepared to answer: “Why are you interested in us?”
- **Practice your Interview Answers**
 - Find interview questions and write out your answers
 - Practice answering out loud or with a friend
- **The day before:**
 - Try on your (professional) interview outfit
 - Get plenty of rest and have a healthy meal prior to interviewing

At the Interview



- Arrive 10 to 15 minutes early (no earlier, please!)
- Have copies of your resume on hand
- Turn off your phone
- Be courteous to everyone you meet
- Smile, shake hands and look your interview(ers) in the eye. First impressions are very important!
- Keep your cool. If you didn't understand something, ask for it to be repeated; answer as best you can
- Always have questions to ask at the end
- Ask for business cards and send a thank you note!

Background Checks & Convictions



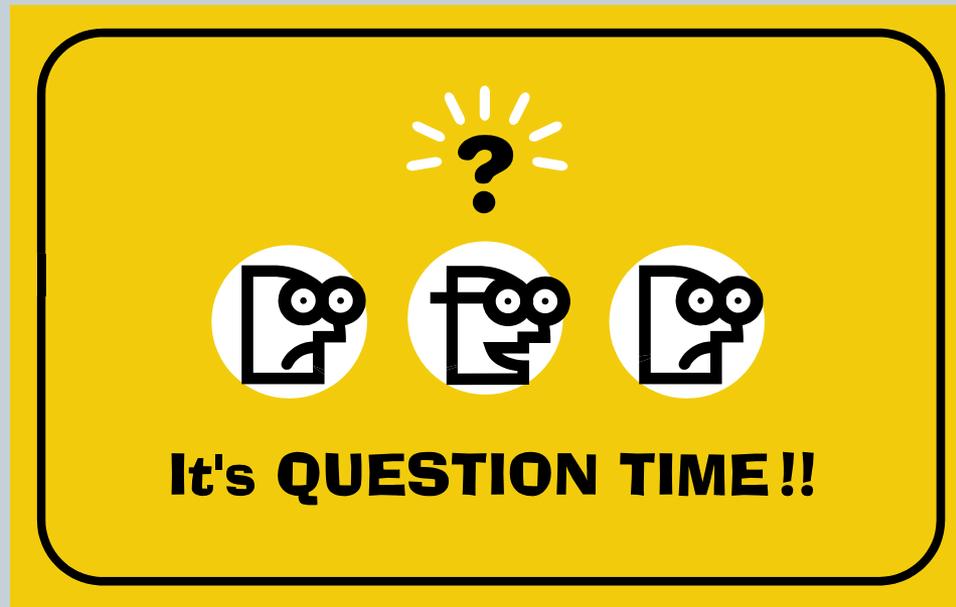
- Many companies will conduct a background check. Usually criminal but may include credit or other criteria based upon the position: ex. H.R., Finance
- Depending upon the offense, a conviction does not exclude a candidate from consideration although it may prevent them from working in certain areas or positions.
- If it is found afterwards that a candidate didn't disclose a conviction, it is grounds for termination.
- Honesty is always the best policy!

Once on the Job or Assignment:



- Be on-time and ready to work
- Keep personal issues at home
- Be pro-active, be interested in the job and the department
- Be flexible and responsible
- Ask for guidelines and instructions to understand your new supervisor and how they operate
- Be friendly but remain professional
- Just because another employee does it, doesn't mean you can too

Thank you!



It's QUESTION TIME !!