



Application and Interview Best Practices

The purpose of this document is to help assist potential future employees with the application and interview process. This is to help calm possible anxieties and work as a quick reference sheet for how to present oneself most professionally. We look forward to onboarding you here at Primavera and hope this document can be of benefit to you. In this document, you will find the following contained:

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Application Process and Tips:

At Primavera, resumes and cover letters are requested, emphasizing the importance of including the minimum requirements in the resume.

Encouragement is given to copy and paste these requirements into your resume, adjusting the wording to align with your work experience. For instance, if an employer asks for experience safely driving vehicles and towing trailers, it is advisable to include:

- Safely drove vehicles while towing trailers that weighed over 700 lbs.

This indicates to an employer that qualifications for the position are met, and thorough consideration was given to the job description.

Our hiring process is as follows:

- The Human Resources department screens applications to ensure qualification.
- Upon meeting the requirements, contact will be made for an initial screening. If successful, a final interview with the potential manager will determine the decision to proceed with your hire.

Resume Assistance:

Resume styles and looks vary; many free templates are available through Google, College websites, Canva, Pages, or Word. Find one that works for you or is visually appealing, and start filling it in. A successful resume will:

- Only be 1 page
 - Unless you have over 20 years of experience in a field
- Contain
 - Contact information and Name
 - Summary Statement
 - Skills/Certificates
 - Education
 - Your most recent 3 Employers
 - Leadership or Volunteer Experience
 - Position descriptions should start with action verbs i.e., Managed, Analyzed, Sourced, etc.
- Descriptions should be brief sentences and a maximum of 5 bullet points.
Example:
 - Managed custodial team to complete projects daily
 - Analyzed inefficiencies to improve quality of work
 - Sourced support from the administration to implement new cleaning methods
- Resume and/or Application should contain minimum qualifications
 - **If the language from the job description is not used, you will not**

be considered for hire

- Additionally, use resume writing AIs to assist. These AI will compare a resume to the job description as well as ensure that grammar and layout are correct. Most are free and can be found with a simple Google search like “Resume Writing AI”

What the Interview Will Look Like:

Our interviews adhere to a conversational structure with the aim of understanding more about the candidate, including a few technical questions. Throughout the screening and interview process, expectations include:

- A phone call for the first round
- The next interview will be in person with the hiring manager
 - Bring questions to ask the interviewer already written down
 - Ask questions about the role and company
 - Avoid talking about salary at this stage
 - Bring notes on the company and the job duties

At the end of the interview, feel free to share any last thoughts, explain why you're a great fit, and ask questions.

It is in the candidate's best interest to show up early in professional dress.

For Zoom Meetings, it is best to utilize a laptop with a good internet connection in a quiet area with a lighting source coming from behind the camera. not behind the person. Avoid answering the call in a car, noisy area, or messy room.

If you plan on using your phone for your interview it is best practice to follow all the above but to set the phone down against an object. If held in hand it is easy for candidates to become restless and move the camera. Causing loss of signal or easy distraction which can come off as unprofessional.

How to Answer Interview Questions:

Each Candidate is allowed to answer in their preferred way. The interviewer is simply looking for you to answer the question in its wholeness and if possible, allow your personality to shine through in your answer. A good tip for this is to repeat the question so you can't forget it.

In your answer, it is not only important to show how you would resolve an issue but to prove you've done it in the past.

Utilizing the **STAR** Method allows for concise and accurate answers to questions. This allows you to answer in its wholeness and relay the question to a specific example all while sounding professional. STAR stands for:

Situation - Set the scene

Task - Describe the purpose

Action - Explain what you did

Result - Share the Outcome

Below is an example of what using this in an interview might look like. This would be an appropriate answer to a position that required Customer Service Skills:

Interviewer: Please share an example of a time when you were proactive in solving a small issue before it turned into a larger problem.

Interviewee: I am often proactive in solving small issues before they turn into bigger issues in my current role at ABC Company. I oversee picking online orders in-store for shoppers and then taking them to their cars. Occasionally large orders that we can't fulfill are placed because the online shop says we have a product in stock that we do not. With this order, it was like they ordered everything we were out of. So, I did my best to find swaps, calculated the new total, and called the customer. I told the customer about the situation. I informed them of what items I swapped and what for. As well as what items were out of stock, but I told them when we should get our next shipment. Understandably the customer was a little upset but after letting them talk, they thanked me for the heads up and came to grab their order. I've been able to help that customer a few times since and I think they appreciated that I just didn't give them half of their order with no heads up.

Practice Questions:

Below is a list of practice interview questions you can use to prepare for your interview. Recording yourself or asking a trusted friend for advice is a great way to make sure you're ready for your interview. **Good luck and looking forward to having you join our team at the Primavera Foundation.**

- Please describe a past experience with an upset customer that you could not satisfy. What did you do to de-escalate the situation? What would you do differently now?
- Please share an example of a time when you were proactive in solving a small issue before it turned into a larger problem.
- This position will have unexpected events and tasks. What methods or techniques do you use to determine priorities in scheduling your time to meet important deadlines?
- What do you use to remain on target?
- We always strive to ensure that our work product is of top quality. As a member of our team, how do you ensure your work is of top quality?
- What do you know about this role?
- What would your previous employers say about you?
- What motivates you to do your best?
- How do you prioritize tasks?
- Please summarize why you are interested in this job and why you would be well qualified for the position
- Please describe a time when you had a conflict with a co-worker. What did you do to resolve the situation?