

RESPONDING TO JOB ADS BY PHONE

If a job ad requires you to make further inquiries on the phone for instance, it's important to be fully prepared for that initial conversation to make a great first impression. You could be talking to your new boss!

HINTS AND TIPS BEFORE YOU START

1. Make a list of the questions you want to ask *before* you ring. It may pay to do some research on the company or the job beforehand
2. Have a pen and lots of paper handy to write responses. You won't want to forget or have to ask over again

THINGS YOU MIGHT NEED TO ASK

- Is the job still available?
- In what form would they like the application? (written letter, typed letter, electronically, electronically using their own formatting, in person etc.)
- Is there a Position Description or Selection Criteria you will need to respond to?
- Further details about the job that may not have been included in the advertisement?
- Where will the job be located? (It may not necessarily be at their head office or at the address in the ad)
- Who will be your supervisor and are there any other people you may need to report to and/or work with?

There will of course be other questions and you will need to ask those based on your own circumstances. It's important to get as much understanding as you can of how you fit the job, and vice versa, at this point.

OTHER CONSIDERATIONS TO MAKE A GREAT IMPRESSION

- Speak clearly, confidently and carefully. Don't get excited or raise your voice. (Practice with a friend perhaps)
- Be polite, don't dominate the conversation
- Don't drink, chew or eat while you're speaking
- Be in a quiet area with no distractions e.g. no kids, vacuum cleaners, radios or loud music in the background

SAMPLE SCRIPT

Here's a sample phone script you can use to practise:

"Good morning, my name is... Could I speak to (name in ad) please?"

(You may be asked what the call is about. Respond that you are calling regarding the position of...)

When connected you may be asked why you wish to apply. Have an honest response ready, e.g.

"I'm looking for a change in career/ have recently finished a course/ certificate/ degree in this field..."

Normal practise these days is to back up the initial call (after you feel it's the kind of job you're after) by sending in your resume. Make sure you ask enough questions over the phone to tailor the resume to suit.

"Thank you for your time, I'll send you my application shortly..."

(More info overleaf)

MORE TELEPHONE TIPS

1. Treat the person who answers with respect and courtesy. They may just be your next employer!
2. Check your speech. Not too loud, not too soft, fast or slow
3. Don't sound like you're interrogating them
4. Practise with a telephone script, but don't read from it when you're actually speaking to them. The conversation will sound disjointed and contrived
5. Don't make appointments you can't keep
6. Speak directly into the phone. You'll sound disinterested if you don't
7. Return calls and respond to messages quickly, within twenty four hours if not before
8. Try to answer the phone within just a few rings, especially if you're expecting a call back
9. Keep the phone call private. Don't talk to others around you mid conversation
10. Smile as you speak, because that's how you'll come across – friendly and pleasant!

