



New Recruiter Interview Questions

Interview form for a Rookie Consultant

With a track record of hiring rookies and developing them into high performers, as well as having trained 500 new recruiters in the past 4 years, you could say we have a knack for analysing the future potential of a rookie, and what it takes to be successful.

So below we have included our top questions to ask in your interviews with potential new hires who do not have recruitment experience.

This list is broken down into the key skills we consider to be most important. It is an extensive list and is simultaneously by no means exhaustive, so use it as a guide and tailor to your own organisations needs.

Asking these questions in a behavioural based interview style (**STAR** Technique) is key to being able to draw out examples that apply to the skills, mindset and attributes you are looking for.

Enjoy!



Relationship Management & Customer Service Experience

- Can you provide an overview of your previous relationship management or customer service experience?
- Do you know why you have been successful in your previous client/customer related roles?
- What KPI's have you been measured on and why?
- What's your biggest achievement client/customer wise?
- Why do you see client/customer relationships as important?
- How have you successfully maintained relationships with your clients/customers?
- Tell me about a client/customer you have lost or had a complaint from, and why? What did you do to fix the situation?
- If you could change anything about your client/customer performance what would it be?



Sales Performance.

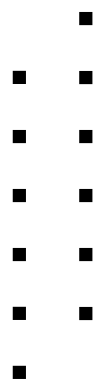
*if relevant

- What % of your sales were from existing customers and what % did you grow yourself
- What's your average sale fee? Do you consider this to be good?
- What's the best deal you have ever done and why?
- What formal sales training have you had?
- What financial targets have you hit over the past quarter/year/years?
- Have your sales been phone or face to face?
- Can you tell me a time when you have had to negotiate with a client to win a sale- how did you do it?
- What do you like most about sales?
- What do you find most challenging about sales?
- How do you respond to an objection or someone saying no?
- How have you worked with your targets to ensure you are successful?



Resilience and personality Style

- How do you pick yourself up after a bad day?
- What do you consider to be strong resilience and how have you demonstrated that in a previous role?
- What keeps you positive?
- What keeps you motivated?
- Do you enjoy healthy competition? Are there examples of this in your personal/professional life?
- How would the people closest to you describe you?
- How would your manager describe your work ethic?
- When faced with a problem or a challenge, what's the first thing you do? Can you provide an example?
- When your colleague is having a bad day, how do you try and help? What is an example of this?
- What does success look like for you?
- Why is being successful important to you?



Values, Teamwork and Management Style.

- What is most important to you in the culture of a business?
- What is your biggest personal value?
- How do you work well in a team?
- What do you need from your Manager and how do you best like to be managed?
- What hasn't worked well for you from a management perspective in the past?
- What values are most important to you within a work environment?



Personal Development.

- Can you tell me about a time when you recognised you needed to upskill, and how did you address that?
- How have you faced adversity in the past?
- What was the last thing you proactively learnt, and why?
- What are you interested in learning about in future?



Admin/Compliance

- What databases have you used and how do you find them?
- How do you store information such as client lists and customer notes etc
- How would you rate your organisation skills?
- How do you manage your day to day administration?
- What do you find most challenging regarding administration or organisation?

Why Recruitment

- What do you know about recruitment?
- How do you think it will be different from your previous roles?
- Why do you think you will enjoy it?
- What do you think the biggest challenge for you will be and why?
- Why do you think this business could be a good alignment for you?
- What questions do you have for us?

Internal use.

- Does the candidate meet Client/Customer skill levels expected?
- Does the candidate meet resilience levels expected?
- Who would be best suited to managing this candidate and what desk is right for them?
- Does this candidate have the right attributes for recruitment?
- Is the candidate the right fit for the business?
- Does this candidate move through to the second round interview?

