

# Urbana Fire Department

Subjective  
Component  
Preparation Guide

Before  
the  
interview

During  
the  
interview

After  
the  
Interview



# Overview

- Step 5 of the process.
- Weighted interview.
- Your interview score will count for 60% of your composite score.
- Your written exam score will count for 40%.





# Interview Panel

- Interview panel will consist of 4 people:
  - UFD Firefighter of the Year
  - UFD Fire Officer of the Year
  - One alternate from the UFD
  - Representative from Human Resources



# What to Expect

- Each interview will last 30 minutes.
- You will be asked eight (8) questions.
  - Some of the questions have more than one part, so be sure to listen carefully. If you need something repeated, just ask!
- Your score will count for 60% of your composite score.



# Interview Format

- We use behavior-based interview techniques.
- Behavioral interviews focus on past performance and behaviors.
- We want to know what you **actually did** in a situation, not what you think you would do.
- There are NO trick questions!



# What Will I Be Evaluated On?

*Click on a topic for more information:*

- [Communication Skills](#)
- [Motivation and Initiative](#)
- [Teamwork](#)
- [Role Adaptability, Problem Solving and Critical Thinking](#)
- [Professionalism](#)



# What Will I Be Evaluated On? (cont'd)

## ○ **Service Orientation**

- *Actively looks for ways to help people and shows empathy to people in difficult situations.*

## ○ **Human Relations/Interpersonal Skills and Respect for Diversity**

- *Shows an ability to use knowledge, facts, and data to apply good judgment and demonstrate common sense to effectively solve problems.*

## ○ **Demonstrated knowledge/preparation**

- *Shows initiative to become engaged in his/her community, pursue educational opportunities, etc. and has the applicant taken the time to learn about the UFD, including participating in ride-along opportunities.*

## ○ **Overall Impression**

- *Candidates will be rated on the overall impression they have made.*



# Answering the Questions

- You may want to use the STAR technique to answer the questions:

<b>Situation or Task</b>	Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a general description of what you have done in the past. Be sure to give enough detail for the interview panel to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.
<b>Action you took</b>	Tell us about your role in the situation and what you did. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you <i>might</i> do, tell what you <b>actually did</b> .
<b>Results you achieved</b>	What happened? How did the event end? What did you accomplish? What did you learn? If faced with the same situation in the future, would you do anything differently?



# Answering the Questions

- Listen

- Pay attention to the question being asked; if you don't understand the question, you won't be able to answer correctly.

- Don't Talk Too Much

- While we want you to answer the questions completely, be careful not to ramble. You have only 30 minutes to answer eight questions, so you will want to pace yourself and allow enough time to fully answer each question.

- Don't Answer Only with a Yes or No

- Explain your answer.



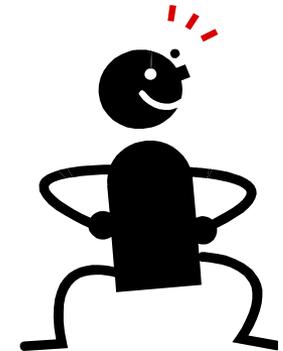
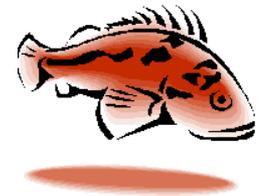
# Answering the Questions

- Be sure to use professional language during the interview. **DO NOT** use inappropriate slang words or references to age, race, religion, politics or sexual orientation.
- Limit your use of verbal crutches such as “like”, “you know” and “um.”
- Tips to prepare for a panel interview:
  - <http://theundercoverrecruiter.com/prepare-panel-interview/>
  - [www.businessinsider.com/presenting-12-wall-street-interview-tips-straight-from-goldman-sachs-2012-2?op=1](http://www.businessinsider.com/presenting-12-wall-street-interview-tips-straight-from-goldman-sachs-2012-2?op=1)

# Answering the Questions

## Nonverbal Communications

- Give a good handshake! No one wants a limp fish handshake; be firm and assertive (but don't break anyone's hand).
- Sit up straight.
- Make good eye contact. As you are answering, try to look at all of the interviewers, not just the one sitting in front of you.
- Don't fidget. Nervous actions, such as clicking a pen or tapping your fingers, will distract from what you are saying.
- Smile! It will also help you relax and feel more confident.





# How To Prepare

- **Do your research** – learn about the department, the job, the community, and current issues and practices within the fire service.
- **Dress appropriately** – you don't have to wear a suit, but remember that this is a professional interview. We suggest business attire or casual business attire.
- **Be prepared** – plan to arrive at least 10 minutes early; plan and/or drive your route ahead of time; and allow for unplanned delays!
- **Relax**– interviews are stressful; however, try to relax and treat the interview as a friendly conversation. Remember that everyone on the interview panel has been on the other side of the table and we will do what we can to make you feel comfortable and at ease.



# How To Prepare

- Visit the Department's website at:  
<http://urbanaillinois.us/fire>
- For interview tips, resume samples, and MUCH more, visit our Pinterest page at:  
<http://pinterest.com/urbanajobs/boards/>
- And our Helpful Links page:  
<http://www.urbanailinois.us/helpful-links>



# How To Prepare

- Practice interviewing with a family member or friend –or- just practice answering questions out loud.
- Think about past situations that you have been involved in that demonstrate your leadership, communication, teamwork and interpersonal skills.



# The Day of Your Interview

## ○ Where

- Review the location of your interview. Know how to find the Urbana City Building AND your designated waiting area once you get here.

## ○ When

- Pay special attention to the date and time of your interview. If you are late, you will not be able to reschedule.

**Remember to turn your cell phone OFF!**





# Finding Your Interview

- If your interview is in the CD Conference Room:
  - 1<sup>st</sup> floor
  - If using the Vine Street entrance, it is the first glass door on your left.
  - If using the Green Street entrance, it is just around the corner to your right.
- If your interview is in the Executive or Police Conference Room:
  - 2<sup>nd</sup> floor
  - When you step off of the elevator, have a seat in the waiting area to your left.



# Restrooms, Parking, etc.

- Parking:
  - Metered parking is off of Green Street.
  - Review the Parking Map at:  
<http://urbanaininois.us/firejobs/interview-prep>
- Restrooms:
  - 1<sup>st</sup> floor: immediately on your left after the front doors at the Vine Street entrance.
  - 2<sup>nd</sup> floor: Beyond the security door; if you need access, dial 100 on the security phone.



# After Your Interview

- Results will be posted in early October.
- The interview will count for 60% of your overall score.
- Next step: After the results are posted, you will receive a form to submit preference points if you are:
  - U.S. military veteran – 5 pts.
  - Current Urbana resident – 5 pts.
  - Or both! – 10 pts.



# Questions? Concerns?

- Contact Human Resources at:
  - [eeborman@urbanaininois.us](mailto:eeborman@urbanaininois.us)
  - (217) 384-2459

**Best Wishes On Your  
Interview!**