

# Selecting Official's Structured Interview Guide for Supervisory Behavior Detection Officer (SBDO) G Band

December, 2014 Version 1.0

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#### **Interview Scheduling Information**

Please be sure to address the following information when scheduling candidates for the interview.

**General information:** No advance preparation is necessary for the interview; the candidate will be given all information that will be needed.

Time: Approximately 45 minutes to complete interview.

Location: Provide detailed instructions on where the candidate should arrive.

**Special instructions:** Identification requirements (Government issued photo ID), parking instructions, etc.

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| Selecting Official Interview                        |
|-----------------------------------------------------|
| For Supervisory Behavior Detection Officers (SBDOs) |

| didate Last 4 Digits SSN:         | Date:                               |
|-----------------------------------|-------------------------------------|
|                                   |                                     |
| erviewer B                        | Interviewer C (If applicable)       |
| ne (please print legibly & sign): | Name (please print legibly & sign): |
|                                   |                                     |

**REMEMBER TO:** 1) Greet the candidate; 2) Introduce yourself; 3) Read the provided introduction script; 4) Ask questions 1 - 6 for SBDO candidates in numerical order; 5) DO NOT tell the candidate which competencies are being assessed; 6) Take detailed notes, and 7) Thank the candidate for taking the time to interview.

#### **INTRODUCTION SCRIPT FOR SBDO:**

"The purpose of this interview is to learn more about you and your skills and abilities as they relate to the Supervisory Behavior Detection Officer (SBDO) job. This interview will take approximately 45 minutes and includes 6 questions. All questions are related to the actual skills and abilities that are needed for successful performance of the SBDO job. This interview will not be used as pass/fail, but rather the information collected will be provided to the Selecting Official as additional information for him/her to consider when making a selection. Please try to provide as much detail as possible in your responses to each question. The results of the interview will be determined based on your responses to all questions. During the interview we will be taking notes. This practice helps ensure that we are able to accurately evaluate your responses at the conclusion of the interview. Please do not be distracted by the note taking. Several questions are a bit long, so please ask if you would like me to repeat the question for you. Feel free to pause before answering a question in order to collect your thoughts. Do you have any questions before we begin?"

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#### COMMAND PRESENCE

#### **QUESTION #1**

(b)(2)

#### FOLLOW UP PROBES (as needed):

• <sup>(b)(2)</sup>

(b)(2)

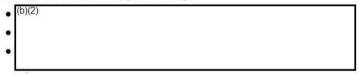
#### FOLLOW UP PROBES (as needed):

- (b)(2)

(b)(2)

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#### FOLLOW UP PROBES (as needed):



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Situation:

Action:

Outcome:

Additional Notes:

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#### RATING

Please circle the rating that best reflects the candidate's level of **Command Presence**. Make your rating independently and do not discuss it with the candidate.

**Command Presence**: Demonstrates confidence, credibility, and professionalism in presence, demeanor, and conduct in performance of duties within the work environment.

| 1 | (b)(2)                                                                           |
|---|----------------------------------------------------------------------------------|
| 5 |                                                                                  |
| 4 | Use if response does not quite meet Exemplary but is more than Satisfactory      |
| 3 | (b)(2)                                                                           |
| 2 | Use if response does not quite meet Satisfactory but is more than Unsatisfactory |
| 1 | (b)(2)                                                                           |

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#### MULTITASKING

#### **QUESTION #2**

(b)(2)

#### FOLLOW UP PROBES (as needed):

• (b)(2)

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(b)(2)

#### FOLLOW UP PROBES (as needed):



(b)(2)

#### FOLLOW UP PROBES (as needed):

| (b)(2) |  |  |
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|        |  |  |
| 6      |  |  |

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#### RATING

Please circle the rating that best reflects the candidate's level of **Multitasking**. Make your rating independently and do not discuss it with the candidate.

|   | <b>itasking</b> : <i>Manages a high volume of work by balancing competing deadlines and priorities ively amongst a variety of diverse tasks.</i> |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | (b)(2)                                                                                                                                           |
| 4 | Use if response does not quite meet Exemplary but is more than Satisfactory.                                                                     |
| 3 | (b)(2)                                                                                                                                           |
| 2 | Use if response does not quite meet Satisfactory, but is more than Unsatisfactory.                                                               |
| 1 | (b)(2)                                                                                                                                           |

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#### DECISIVENSS (DECISION MAKING)

#### **QUESTION #3**

(b)(2)

#### FOLLOW UP PROBES (as needed):

- <sup>(b)(2)</sup>
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(b)(2)

### FOLLOW UP PROBES (as needed):

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FOLLOW UP PROBES (as needed):

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Action:

Outcome:

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#### RATING

Please circle the rating that best reflects the candidate's level of **Decisiveness (Decision Making)** Make your rating independently and do not discuss it with the candidate.

|      | siveness (Decision Making): Exercises good judgment by making sound and well-informed                |
|------|------------------------------------------------------------------------------------------------------|
|      | ions; perceives the impact and implications of decisions; makes effective and timely decisions, even |
| when | data are limited or solutions produce unpleasant consequences.                                       |
| 5    | (b)(2)                                                                                               |
| 4    | Use if response does not quite meet Exemplary but is more than Satisfactory.                         |
| 3    | (b)(2)                                                                                               |
| 2    | Use if response does not quite meet Satisfactory, but is more than Unsatisfactory.                   |
| 1    | (b)(2)                                                                                               |

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#### SIUATIONAL AWARENESS

#### **QUESTION #4**

(b)(2)

#### FOLLOW UP PROBES (as needed):

• (b)(2)

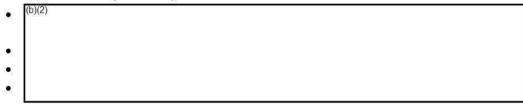
(b)(2)

#### FOLLOW UP PROBES (as needed):

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FOLLOW UP PROBES (as needed):



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Situation:

#### Action:

Outcome:

Additional Notes:

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#### RATING

Please circle the rating that best reflects the candidate's level of **Situational Awareness**. Make your rating independently and do not discuss it with the candidate.

|   | <b>tional Awareness</b> : <i>Recognizes that the environment is both complex and constantly changing;</i><br>tains engagement with team and environment while performing individual duties. |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | (b)(2)                                                                                                                                                                                      |
| 4 | Use if response does not quite meet Exemplary but is more than Satisfactory.                                                                                                                |
| 3 | (b)(2)                                                                                                                                                                                      |
| 2 | Use if response does not quite meet Satisfactory, but is more than Unsatisfactory.                                                                                                          |
| 1 | (b)(2)                                                                                                                                                                                      |

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#### INTERPERSONAL SKILLS

#### **QUESTION #5:**

**Note:** For **Option C**, gather information regarding the **Situation** and the specific **Actions the candidate would take.** 

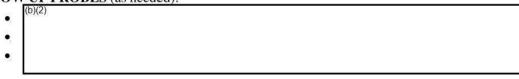
(b)(2)

#### FOLLOW UP PROBES (as needed):

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#### FOLLOW UP PROBES (as needed):



(b)(2)

#### FOLLOW UP PROBES (as needed):

(b)(2)
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#### Situation:

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#### Action:

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#### Outcome:

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#### Additional Notes:

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#### RATING

Please circle the rating that best reflects the candidate's level of **Interpersonal Skills**. Make your rating independently and do not discuss it with the candidate. If Option C was asked, rate the candidate on the actions he/she **would have** taken.

|   | <b>personal Skills:</b> Treats others with courtesy, sensitivity, and respect; considers and responds priately to the needs and feelings of different people in different situations. |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | (b)(2)                                                                                                                                                                                |
| 4 | Use if response does not quite meet Exemplary but is more than Satisfactory.                                                                                                          |
| 3 | (b)(2)                                                                                                                                                                                |
| 2 | Use if response does not quite meet Satisfactory, but is more than Unsatisfactory.                                                                                                    |
| 1 | (b)(2)                                                                                                                                                                                |

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#### LEADERSHIP

#### **QUESTION #6:**

**Note:** For **Option C and a portion of Option B**, gather information regarding the **Situation** and the specific **Actions the candidate would take.** 

(b)(2)

#### FOLLOW UP PROBES (as needed):

- (b)(2)
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(b)(2)

#### FOLLOW UP PROBES (as needed):



(b)(2)

#### FOLLOW UP PROBES (as needed):

| (b)(2)                              |                                              |                                                         |
|-------------------------------------|----------------------------------------------|---------------------------------------------------------|
| •                                   |                                              |                                                         |
|                                     |                                              |                                                         |
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|                                     |                                              |                                                         |
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accordance with DHS policy relating to FOUO information. This information should not be distributed outside of the original recipients without prior authorization of the originator.



#### Situation:

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#### Action:

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#### Outcome:

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### Additional Notes:

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#### RATING

Please circle the rating that best reflects the candidate's level of **Leadership**. Make your rating independently and do not discuss it with the candidate. If Option B or C was asked, rate the candidate on the actions he/she **would have** taken.

|        | ership: Inspires, influences, and guides others toward goal accomplishments; coaches, mentors, and     |
|--------|--------------------------------------------------------------------------------------------------------|
|        | rages others to maximize potential; adjusts leadership styles to support a diverse workforce; models   |
|        | standards of honesty, integrity, trust, openness, and respect for individuals by applying these values |
| to dai | ly behaviors.                                                                                          |
| 5      | (b)(2)                                                                                                 |
| 4      | Use if response does not quite meet Exemplary but is more than Satisfactory.                           |
| 3      | (b)(2)                                                                                                 |
| 2      | Use if response does not quite meet Satisfactory, but is more than Unsatisfactory.                     |
| 1      | (b)(2)                                                                                                 |

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#### **ORAL COMMUNICATION**

#### RATING

Note that there is no question for Oral Communication, but that interviewers should evaluate this competency based on how the candidate communicates during the course of the interview.

Please circle the rating that best reflects the candidate's level of **Oral Communication**. Make your rating independently and do not discuss it with the candidate.

|        | <b>Communication</b> : Makes clear and convincing oral presentations; listens effectively; |
|--------|--------------------------------------------------------------------------------------------|
| clarij | fies information as needed.                                                                |
| 5      | (b)(2)                                                                                     |
| 4      | Use if response does not quite meet Exemplary but is more than Satisfactory.               |
| 3      | (b)(2)                                                                                     |
| 2      | Use if response does not quite meet Satisfactory, but is more than Unsatisfactory.         |
| 1      | (b)(2) d                                                                                   |

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Interview

#### **Consensus Discussion Notes**

Lead Interviewer: Please record any notes you take during the Consensus discussion in the space provided.

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#### SUPERVISORY BEHAVIOR DETECTION OFFICER (SBDO) G BAND INTERVIEW DECISION SHEET

| FOR INTERVIEWER USE ONLY:          |                                    |                                    |  |  |  |
|------------------------------------|------------------------------------|------------------------------------|--|--|--|
| Candidate Name:                    | Candidate Last 4 Digits SSN:       | Date:                              |  |  |  |
| Interviewer A                      | Interviewer B                      | Interviewer C (If applicable)      |  |  |  |
| Name (please print legibly & sign) | Name (please print legibly & sign) | Name (please print legibly & sign) |  |  |  |

The Lead Interviewer must record all interviewer ratings on the table provided below. Then, the interviewers must discuss their individual ratings and come to a consensus rating for each competency.

| SBDO Competency       | Interviewer | Interviewer | Interviewer     | Consensus | Initials |
|-----------------------|-------------|-------------|-----------------|-----------|----------|
|                       | Α           | В           | С               |           |          |
|                       |             |             | (if applicable) |           |          |
| Command Presence      |             |             |                 | 8         |          |
| Multitasking          |             |             | N               |           | ,        |
| Decisiveness          |             |             |                 | ,         |          |
| (Decision Making)     |             |             |                 |           |          |
| Situational Awareness | 1           | 1           |                 | ( )       | 2        |
| Interpersonal Skills  |             | 0           |                 |           | 4        |
| Leadership            |             |             | -               | ū         | 1        |
| Oral Communication    | c           | D.          | Σ.              |           | 2        |
| OVERALL INTERVIEW     | SCORE       |             |                 | M         | 8        |

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**NOTES/INCIDENTS:** 

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