

OTA
Operations and Administration
Section 10:
Interview

- Applicant Screening and Interview Sheet
- Applicant Appointment Email
- Interview
- OTA Interview 1 Notes
- Interview Questions

***Once an application has been submitted, here are the steps to take:**

1. “Screening” Phone Call

- Objective – Interview, hiring, and training is time consuming. It’s important to make sure you start the process with a prospect that is viable. To quickly establish whether this is the case or not, you should contact the potential applicant with a phone call to establish some basics to decide whether or not their employment might be a “good fit”.
- Prepared Questions to Caller (see “Screening Document” below):
 - Description of what we do
 - Experience with Kids?
 - Location?
 - “What’s on your plate” – School, Part-Time Job, etc?
 - Schedule?
 - Transportation?
 - Appointment is scheduled for an INTERVIEW.

NOTE:

- Screening Phone Calls tend to be quicker and more productive than screening emails to establish the information necessary to determine a viable candidate.
- Your description of what “we do” (OTA) should be concise, tight, and accurate to make sure the instructor position is in fact what the prospect is interested in.
- Experience with Kids can be a tricky question for some prospects. OTA is often an opportunity for someone to gain their first professional experience working with kids. This CAN be OK, depending on the applicant’s other qualifications and skill sets that won’t get established until an interview takes place. You will hear answers about babysitting, watching siblings and/or cousins, etc. You will need to determine whether or not answers like this satisfies your criteria.
- You can determine during this Screening Call whether or not you want to proceed with a full interview right at that time over the phone.

Overtime Athletics Applicant Screening

- Location: Where are you located?
- Job Confirmation: Description of what OTA is/does.
- Qualifications: Experience with Kids?
- Schedule: Are you available any afternoons?
- Transportation: Do you have your own car?

Name: _____

Phone #: _____

Email: _____

Appointment: _____

Email confirmation sent: _____

Overtime Athletics Interview 1 Info/Questions *Review Application*

What's your current situation?

- In School (College/Year/Major):
- Part-Time Employment:
- Other:

Experience working with kids in detail:
(*Activity/Age Groups/Enrollment/Organization*)

Sports Background:

Do you feel comfortable in an athletic setting?

What do you think makes a great coach?

What would a reference of yours say about you?

Employment History (Past/Current, ever fired or quit?):

(Select 2-3 questions from OTA Questionnaire)

Schedule Confirmation (availability from 2ish – 5ish):

CIRCLE AVAILABLE DAYS: M – T – W – TH – F – S – SU

2. Applicant Appointment Email

- Goes out to Applicant to confirm appointment: **In Person or Virtual**
- Confirmation of time of appointment / Look forward to meeting you
- Meeting Location / Virtual Meeting Link
- *See reference template emails for sample

3. Interview

- Objective – The OTA Interview is part presentation/company pitch, part evaluation of applicant. We need instructors. It's important to use this opportunity to recruit and sell yourself and the OTA Program so that OTA is an attractive opportunity for the applicant. It is also very important to paint an accurate picture for the applicant about the job logistics (program locations, compensation, commitment, training, etc.). The goal of a successful interview is identifying a “good fit” and someone that will remain on your team. This in turn reduces the time, energy, and cost of more hiring later on.
- Interview Segment Breakdown:
 - Company Background and Job Description/Requirements/Key Points
 - Interview Questions for Applicant
 - Question and Answer from Applicant
- REMEMBER – tailoring the interview to the position you are looking to hire for is necessary (after school instructor vs. summer camp counselor vs. league coach)

NOTE:

- Try and make this appointment conversational
- It's perfectly fine referring to the “Interview 1 Notes” (located below) as you get more familiar with the process
- Group interviews for In Person appointments are acceptable
- Group interviews for Virtual appointments should be avoided
- If the interview is In Person, bring some OTA Brochures with you. It helps to establish credibility and professionalism of our program
- If the interview is Virtual, you should request that camera is activated for all participants
- We believe training begins in an interview. Tone, professionalism, and expectations are all established from the first moment you interact with a potential employee

OTA Interview One

- *Present OTA 1st, learn about applicant 2nd*
- *Recruitment mentality (sell the position)*
- *Always give an opportunity for applicant to ask questions*
- *Emphasize job considerations (most important thing)*

Overtime Athletics Instructor Position: Interview 1 Notes

Introduction:

1. Thanks for meeting with me to discuss the OTA Instructor Position
2. I'm going to present you with some information to:
 - Give you some background on OTA
 - Give you a better understanding about the position and what it requires
 - Give you a better understanding about what we're looking for
 - Give you a better understanding about some of our systems of programming
3. I'll then ask you some questions
4. I will review some details of your submitted application
5. You'll be given an opportunity to ask some questions of your own
6. Finally, I'll explain the process of where we go from here

Company Overview:

1. **Consistency:** OTA was created to address the lack of consistency in youth athletic programs. Many parents don't know what type of service they will be receiving from youth providers. Many children don't know what to expect once they get there. This lack of consistency was affecting participation..., which in our eyes is a bad thing. We want children to participate in as many positive high-energy programs as possible. We believe we have created a formula to address this problem.
2. **Instructor Importance:** Over the years, our reputation has been achieved by providing quality instructors. We must maintain this reputation by finding excellent Instructors to continue with the level of service we have established.
3. **Programming Area:** A word about our areas of operations.
4. **Partnerships:** Partnerships are with PTA, Community Organizations.
5. **Partnership Formula:**
 - **ASP:** Classes one hour a week, on a certain day, for a certain number of weeks, during fall, winter, and spring sessions.
 - **Summer Camp:** Half day vs Full Day, 1 week vs All Summer, Traditional vs Sports Specific
6. **Programming Variety:** A word about the different athletic activities we provide.

Working Situation: **After School Program**

1. **Availability:** You need to be available during our “programming window” (sample class times). We require our instructors to arrive to a program 15 minutes prior to the beginning of class in order to:

- Make sure their programming space is safe
- Discuss their programming day card with other staff (lesson plan)
- Set up games for when the children arrive

Once the students arrive you will run your class for an hour. Once class has ended you must expect to stay an additional 15 minutes for dismissal. If a child is still there at the end of 15 minutes, you are required to stay with that child. You are compensated for any additional time spent at the school.

2. **Logistics:**

- Lead Instructor / Support Instructor
- OTA issues equipment
- Classes split primarily into k-2, 3-5
- Class size primarily between 10-20 (over 20, we send more instructors)
- Note on Pay Scale

Working Situation: **Summer Camps**

3. **Availability:**

- Camp Schedule Review

4. **Logistics:**

- Role – Camp Director, Assistant Director, Counselor
- Note on Pay Scale

Instructor Qualities:

1. **Punctuality:** If you are not a punctual person this is not the job for you. The worst thing that can happen in youth programming is when adult supervision is not there when it was promised to be there. It creates a dangerous environment...Safety is number one priority.
2. **Professionalism:** This relates to our instructor’s ability to relate to and meet the needs of our different clients (kids, parents, PTA, School Administration, Principal). Addressing a child is different than addressing parents. Our instructors are able to adapt to the different scenarios that arise from our different types of customers. The professionalism of our staff is what drives instructors to be organized and prepare for their programs. The only thing that makes the parents of the children in our programs comfortable is the high level of professionalism of our staff.
3. **Patience:** You cannot work with children if you are not a patient person. You will be tested, you will have tough classes, but your patience will allow you to create a positive environment for the kids regardless of if whether or not they are being difficult. There is the right way to discipline a child, and a wrong way. Patience and Professionalism keep you on the right-side keeping control of your classes and emotions.
4. **Energy:** Success of our programs is directly related to the energy and enthusiasm our staff brings to their classes. If an instructor has high energy, then so will the participants.

Process for joining OTA TEAM – Training is Mandatory: Preview of the Process:

1. **Employee Handbook (PROFESSIONALISM):** Addresses major themes of our company. We review the handbook with everyone so that Instructors get an outline of our expectations for their employment with us.
2. **Program Instructor/Summer Camp Handbook (TECHNIQUE):** Procedures and Policies for our staff.
3. **Instructor Folder: Logistical guide for our staff**
 - Discuss the Programming Day Card (promotes consistency in our programs)
4. **Instructor Agreement:** Avoiding Unfair Competition, same agreement every instructor has adhered to since the formation of our program
5. **Online Training Program**
 - Videos, PowerPoints, Curriculum Platform

Philosophy:

1. **Fun:** more important than winning
2. **Safety:** no higher priority
3. **High Energy:** exciting class run with a positive pace and promotes exercise
4. **Michael Jordan Effect:** not about making some child the next...
5. **Mr. Quarterback Effect:** Individuals with competitive backgrounds can miss the point of our programs. You're not coaching a team, you're coaching an environment
6. **We look for individuals who are good with children first, know something about sports second.**

***WE KNOW WHY...**

Instructors love working for us.

- Flexible
- Great extra cash
- Resume builder
- Great way to gain a reference
- 'Not rocket science'...

Considerations (NO B.S. Clause):

1. **Transportation:** do you have a car?
2. **Schedule:** when are you available to work?
3. **Financial Goals:** does this job meet your expectations financially?
4. **COMMITMENT:** Are you able to commit to the entire session of programming?

Review:

1. Accuracy of Application
2. Ask applicant questions (refer to question sheet)

Applicant:

1. Open to applicant for questions
2. Does this sound like something that you would be interested in?

Process:

1. Here's where we go from here.
2. Thanks for meeting with me.

Interview Questions

It is important to get a sense of the experiences and thought process an applicant has as it relates to our services. Asking questions is one way to investigate this. You also want to be able to evaluate the confidence and comfort that applicants have speaking to people as one of the job requirements will be to interact with parents or contacts with our partnering organizations.

Having said that, remember that we are often interviewing a young adult demographic that might not have very much interviewing experience. Ultimately, we aren't looking to hire individuals who are great at interviewing, but people who are great working with kids. For example, you might get an application or resume that lists extensive experience as a camp counselor for multiple years. Even if that individual were to struggle with an interview, it's recommended to dig deeper with references, etc. in order to make a decision regarding whether they would be a valuable member of the OTA Team.

These interviews should not last too long. The approach to the questions portion of the interview should include:

- *Pick between 2 – 4 questions.*
- *At least 1 about professionalism, 1 about working with kids.*
- *Don't let applicant "drown" trying to answer a question – if you feel like they are struggling (especially if it's an in person group interview setting) jump in and help lead them to a possible answer. We're not interested in embarrassing anyone.*

Here are sample questions you can choose from:

- 1) How would you respond to a child with a bloody nose in your class?
- 2) You are running late to a class, you are working with another coach. What do you do?
- 3) What would be different about the way you would coach a 5th grade Basketball class as opposed to a 1st grade Basketball class?
- 4) You are stuck in traffic, you are going to be running a class by yourself, what do you do?
- 5) You were planning to run a football class on the field, but it is raining, and the gym is occupied, so you have to go into a classroom. What would you do?
- 6) How would you describe sportsmanship to a 2nd grader?
- 7) What would some considerations be before deciding to play dodgeball in your class?
- 8) How would you respond to a kid who says he doesn't want to participate in the class?
- 9) How would you handle two kids in your class who really don't get along?
- 10) You are in a class with 17 kids but the other instructor hasn't arrived when class is scheduled to begin. What do you do?
- 11) Name 3 personality traits that you feel would make a good coach/instructor.
- 12) What would you do if you want to run a game/class that you do not have adequate equipment for? (before going to the class)
- 13) How should you react to a parent upset about something that happened during your class?
- 14) Do you think it is a good idea to play games along with the children?
- 15) What should be one of the last things you do before leaving a school after dismissal?
- 16) Can you think of an activity that would be better suited for younger kids? Older Kids?
- 17) What was your favorite game growing up?
- 18) What are some characteristics that you think would make a *bad* youth instructor?
- 19) Name two rules you think would be essential to tell the kids during every class.