

INTERVIEWING TIPS FOR MANAGERS

UPMC APPLICANT REJECTION REASONS

Rejection Reason	Definition
Candidate Not Interested	Candidate expresses disinterest in the job during the selection process. Only to be used <u>pre-offer</u> . Document all communication regarding disinterest.
Accepted Other Job – Not UPMC	Candidate is not interested due to accepting a job outside of UPMC.
Job Location/Commute	Candidate does not like the location of the job and/or the commute. This reason may only be used if the disinterest is stated verbally or in writing from the candidate. May not infer disinterest based upon the candidate's location.
Job Responsibilities	Candidate is not interested in the job responsibilities.
Hours/Schedule	Candidate is not interested in the schedule or hours required. This information may be obtained directly from the candidate or from the availability listed on the application.
Salary	Candidate is not interested in the targeted pay rate that would be offered. This reason may only be used if stated directly by the candidate. If the Minimum Pay Accepted listed on the application is too high, use "Reject – Salary Request too High."
No Reason Given	Candidate does not provide a reason for disinterest. If the candidate exhibits his disinterest by failing to return phone calls or messages, use "Reject – Unable to Contact."
Lacks Required Credentials	Candidate does not possess the licensure or other credentials required for the position. Credentials are professional recognitions, such as licenses or certifications, which establish completion of professional standards.
Lacks Required Education	Candidate does not have the minimum education required for the position.
Less Preferred Applicant	Candidate meets the posted requirements of the job, but is not the ideal candidate due to lacking preferred skills, experience, or fit for the job.
Meets Requirements – Not Preferences	Candidate meets all of the posted requirements of the job but does not meet all of the posted preferences.
Meets Preferences – Limited Experience	Candidate meets all of the posted requirements and preferences but has limited job-related experience.
Meets Preferences – No Experience	Candidate meets all of the posted requirements and preferences but does not have job-related experience.
Meets Preferences – No Recent Experience	Candidate meets all of the posted requirements and preferences but does not have recent job-related experience.
No Show for Interview	Candidate did not show for the scheduled interview. Since an interview was not conducted, no interview date should be entered into MyHub.
Not Qualified	Candidate does not meet the posted requirements for the job. This SHOULD NOT be used for candidates who don't meet preferences.
Only Intradepartment Considered	Use for any candidate outside of the hiring department when only considering internal candidates from within the department. Do not use for intradepartmental candidates. Cannot be used when at least one candidate from outside of the department is considered.
Poor In-Person Interview	Candidate interviewed poorly in person. Interview notes must contain specific documentation supporting this reason.
Could Not Articulate Answers	Unable to provide complete answers to questions. For example "Yes" or "No" without being able to provide more in-depth responses when more information would be expected. Or talking around the question without providing an answer.
Defensive Demeanor	Exhibited defensive mannerisms.
Inappropriate Answers	Provided full answers to questions, but the responses were not in line with behavior that would be necessary for job success. <i>Example: Candidate was asked to describe how he dealt with difficult customers in his prior job, and he answered that he usually lost his temper and yelled at them.</i>

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No Answer to Questions	Did not have responses to questions. <i>Example: Answered "I don't know" or "I'm not sure."</i>
Poor Prior Interview	Candidate was previously interviewed for another job opening and was rejected for a poor interview. Must have firsthand knowledge of the interview to use this reason.
Unprofessional Behavior	Candidate's behavior was unprofessional. For example, being late, answering cell phone, using foul language, or eating during the interview.
Poor Phone Interview/Screen	Candidate interviewed or screened poorly over the phone. Interview notes or written documentation of the phone screen must contain specific details supporting this reason.
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Inappropriate Answers	Provided full answers to questions, but the responses were not in line with behavior that would be necessary for job success. <i>Example: Candidate was asked to describe how he dealt with difficult customers in his prior job, and he answered that he usually lost his temper and yelled at them.</i>
No Answer to Questions	Did not have responses to questions. <i>Example: answered "I don't know" or "I'm not sure."</i>
Unprofessional Behavior	Candidate's behavior was unprofessional. For example, being late, answering cell phone, using foul language, or eating during the interview.
Poor Work History	Candidate has a history of frequent job changes; unsatisfactory performance at prior jobs; or involuntary terminations from prior jobs. Information may be found on the application or in conversation with the candidate.
Job Hopping	Frequent job changes.
Involuntary Termination	Involuntary termination from prior employment.
Attendance/Tardiness	History of attendance or tardiness issues.
Salary Request too High	Candidate's Minimum Pay Accepted per the application is far higher than what would reasonably be offered for the position. Use "Reject – Candidate Not Interested" if this information is gathered in conversation with the candidate.
Second Choice	Candidate is qualified and would be hired except that another person is a better choice. This reason should only be used for one or two candidates per job opening. Second choice should only be used if the candidate was interviewed.
Selected For Other Position	Candidate is hired for another UPMC position during the selection process. Acceptable to use if the candidate has informed HR that he has <u>accepted</u> another UPMC position. PeopleSoft will also default to this reason when the candidate is "hired" for another job opening. Not acceptable for any other situations.
Unable to Contact	Candidate could not be contacted due to wrong phone number or did not return messages. Must attempt to contact the candidate at least two times before using this reason.
Wrong Number	The phone number provided by the candidate is incorrect and he has not provided any other method of contact.
Did Not Return Messages	Candidate does not return either phone or e-mail messages. Must attempt to contact at least two times.
Phone Disconnected	Candidate's phone has been disconnected and he has not provided any other method of contact.
Unable to Leave Messages	Candidate does not answer the phone and there is no method available to leave a message. Must attempt to contact at least two times.