

Position Description

Mock Interviewer



Classification: Volunteer

Reports To: Employment Services Manager and Quest Academy Program Manager

Supervises: This position has no direct supervisory responsibilities

Organization

Goodwill of Western Missouri & Eastern Kansas has a rich, 120 year+ history. Everyone knows Goodwill for our thrift stores, but few know what Goodwill is really all about. The sale of donated items provides funds that stays local, supporting thousands of job-seekers with barriers to employment. We believe in the Power of Work and are committed to helping people earn and keep jobs in this community. That's why 90¢ of every dollar Goodwill spends goes directly into our mission, not into shareholders' pockets.

Impact

The Mock Interviewer provides a realistic, professional interview experience for our job seekers who may have never experienced that before. Mock Interviews give job seekers the opportunity to put into practice the skills they've been working on with Goodwill, and then receive feedback for improvement. Interviewing and communicating well are necessary components for finding a job.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lead the participant through a 25-30 minute job interview using questions provided by Goodwill
- Provide participant with feedback, based on Goodwill standards, and ratings in key areas using forms provided by Goodwill
- Understand the importance of honest and constructive feedback as part of the participant's learning experience
- Use active listening skills to help the participant simulate a real life interview situation
- Paraphrase or restate difficult questions in order to help the participant understand the question and provide an appropriate answer

Work Environment

This job operates in a professional office environment. Appropriate business casual attire is expected.

Time and Location

Commitment to at least one one-hour shift, wherein one interview will take place, is required. Additional one-hour shifts are encouraged.

Mock Interview Days are scheduled once a month at different Goodwill locations. Please check the Goodwill Opportunity Calendar to see available shifts.

Training and Orientation

Orientation will be provided onsite by the Volunteer Supervisor at the start of the shift.

Qualifications

- Excellent verbal and nonverbal communication skills
- Some familiarity with interview techniques
- Experience in the hiring process
- Enthusiasm for Goodwill mission and activities
- Understanding of urban core employment challenges

Values and Competencies

- We allow our values to guide our actions:
 - Lead: Everyone has value - help them find it and celebrate it
 - Grow: Learn constantly and strive continually to better ourselves

- Partner: Be good citizens, maximize the value of donations, and support sustainability
- Innovate: Always seek new and better ways to accomplish our mission
- One Agency: Work collaboratively to build a legacy from which future generations will benefit
- Every leader must demonstrate these competencies:
 - Has a focus on our mission
 - Does the right thing, acting with honor and integrity
 - Develops self and others
 - Owns results