

how to prepare



- Take the time to get to know West Business Services by checking out the west.com and westbusinessservices.com websites.
 - Based upon your review of the website, prepare a list of company-related questions in advance of your interview to ensure that Human Resources or the hiring manager address all of your questions during the interview process.
 - Be prepared to speak to your knowledge of the organization during the interview.
- Prepare a formal reference list, to include up to three (3) professional and one (1) personal reference with contact information. Provide a copy during your interview.
- Always bring an additional copy of your resume to the interview.
- If uncertain of the interview location, take a dry run to ensure that you do not get lost and/or arrive late for your interview.
- Always arrive 10 minutes prior to your interview.
- When in doubt always dress up vs. down, and always dress conservatively.
- Bring a notepad and pen to the interview, and always take notes.
- Start and end the interview with a firm handshake.
- Be aware of body language and eye contact.
- Don't move around too much.
- Avoid falling into the trap of providing canned answers to questions. You want to set yourself apart from other candidates!
- Be prepared.
- Speak clearly and watch the "ums" and "ahs".
- Behavioral Interview Approach:
 - You may be asked to recall real-life examples of how you responded to different situations in various environments, using a set of structured, open-ended interview questions.
 - Think of the interview as an opportunity to sell your story.
 - Review your application/resume and accomplishments, and as you respond to questions, use elements of your resume and accomplishments to craft your reply.
 - More importantly, if you are not asked questions that reveal your traits and experiences, take the initiative to work them into the conversation and sell yourself.
 - Your time will be limited, so use it wisely!
- Send a thank you note.

What can you expect from our interview process?

- You may be requested to complete on-line assessments, if required for position of interest.
- Initial interview with Human Resources could immediately follow completion of assessments, or will be scheduled at a mutually agreed upon appointment time.
- Interview with Human Resources will last somewhere between 30-60 minutes.
- Subsequent interview(s) with hiring manager could immediately follow interview with Human Resources, or will be scheduled at a mutually agreed upon time between you and the hiring manager.
- Interview with hiring manager will last somewhere between 30-60 minutes.
- If you are identified as a top candidate, references and/or background checks will be conducted by Human Resources.
- Offer is verbally extended by Human Resources, followed by written offer.
- Upon acceptance, orientation and training will be scheduled by Human Resources.

The interview and hiring process for work at home associates varies from the process detailed in this document. Please contact our work at home Human Resources team via email (WBS-WorkatHome@west.com) for more information about applying for an at home position.



To make the move to our winning team, apply online today:
westbusinessservices.jobs