

Supplemental Questions – Best Practices

When creating a job posting, you will have the opportunity to include supplemental questions to help screen applicants. Below are a few best practices that may aid you in developing effective questions to address METs.

- ✓ **Does the job title have an open equivalency option in the METs? If not, you can be very direct with your questions.**

Sample: Accounting Assistant requires two years of experience performing bookkeeping or clerical accounting work; or an associate's degree in accounting or business administration, including or supplemented by six credits in accounting.

An applicant can only qualify one of two ways, so in this case, we only need to ask them two questions.

Question 1: *Do you have at least two years of experience performing bookkeeping or clerical accounting work? (Yes or No)*

Question 2: *Do you have an associate's degree (or higher) in accounting or business administration, including or supplemented by six credits in accounting? (Yes or No)* Note: A degree beyond what's required will qualify as long as the specified major and credits are accounted for, so if, for example, an applicant has a bachelor's degree in accounting, they would be considered eligible.

- ✓ **Necessary Special Requirements (NSRs) pertaining to a specific vacancy should always be addressed. These requirements must be met in order to be considered eligible. Be sure to communicate with the hiring agency to find out if the vacancy you're promoting has any NSRs before posing associated questions.**

When determining an applicant's eligibility for consideration, Conditions of Employment do not need to be addressed. Conditions of employment are typically handled after a candidate has been appointed.

Sample: Police Communications Operator has minimum experience and training requirements, followed by these Special Requirements:

- All employees must possess a clear, firm voice and no major speech, hearing, or visual impairments that would interfere with understanding verbal communication, being understood, or using electronic communications equipment and visual display equipment.
- All employees must obtain an active Public Safety Telecommunicator certification issued by the Association of Public Safety Communications Officials within the probationary period and maintain the same for the duration of employment in this job.

The first bulleted statement is a Necessary Special Requirement, and can be addressed with the following question: *Do you possess a clear, firm voice and no major speech, hearing, or visual impairments that would interfere with understanding verbal communication, being understood, or using electronic communications equipment and visual display equipment? (Yes or No)*

The second bulleted statement is a Condition of Employment. A key indicator is the reference of needing to meet this requirement within the probationary period, which doesn't begin until after a selected candidate's start date. No question is required.

✓ **Always provide a complete range of response options when asking for the amount of experience someone has.**

Sample: One way to qualify for Tax Account Collection Technician is to have three years of experience reviewing tax documents and applying tax laws, rules, and regulations, and making taxpayer liability decisions. A question asking how much of this experience an applicant has should include the following response options:

- a. None
- b. Less than one year
- c. One year – less than two years
- d. Two years – less than three years
- e. Three years or more

✓ **Use clarifying verbiage when necessary/possible. Class specifications and civil service evaluation guides can be very helpful with this.**

Sample: Administrative Officer 1 requires experience in varied office management or staff work. Many applicants may not know what this means. Below is an example of how a supplemental question could be posed to help clarify what is qualifying.

How much experience do you have in varied office management or staff work? Examples include having the responsibility for analyzing, making recommendations, reviewing, processing, researching, interpreting and/or coordinating office activities or work flow. Paraprofessional level responsibilities such as interpreting policies, procedures, and regulations, or interviewing and evaluating clients in order to make a determination are acceptable. Also acceptable are activities such as work simplification, information management, records management, financial management, purchasing, public relations, etc. This level and type of work experience can be obtained from any type of office environment.

Note, the defining information above came from the State Civil Service Commission's evaluation guide for Administrative Officers 1 – 5.

✓ **Include a request for transcripts when it will help determining an applicant's eligibility.**

Sample: Corrections Food Service Instructor requires two years of experience in food preparation, production, and service of a variety of complete meal menus in an institutional food service operation, food catering service, restaurant, or in a similar large-scale food production operation; or an equivalent combination of experience in training. Your first supplemental question will likely ask if the applicant has the experience necessary in order to meet the first option of the requirements. If their response to that question indicates they do not have enough experience, it's possible they meet the equivalency option based on a combination of experience and appropriate coursework. You won't know how many qualifying credits they need until you know how much experience they have, though, so it's impossible to craft a question that will address all possible scenarios. In situations such as this one, the following question may be helpful:

Have you completed any post-secondary coursework in culinary arts or a related field? If so, please attach a copy of your transcripts to your application. (Yes or No)