



# Oral Board FAQ

## What is a Civil Service Oral Board?

An Oral Board is a structured interview in which a candidate is evaluated by a panel of experts. Civil Service uses Oral Boards as a part of the testing process to determine if you have the knowledge, skills, and abilities to perform the job. They are used to examine job related competencies that can be tested orally such as communication and decision-making skills, Oral Boards are timed and scored using a rating scale.

## How are Oral Boards structured?

One panel comprised of at least two evaluators is used to evaluate the full group of candidates. Each candidate is asked the same set of questions, usually about specific past incidents. The goal is to predict a candidate's future performance by evaluating their past performance. Answers are scored using a rating scale, typically ranging from "Not Sufficient Candidate" to "Superior Candidate." Evaluator scores are combined to determine the final total score for each interview.

## How are the Oral Board panelists chosen?

A minimum of two volunteer evaluators are used. They must be knowledgeable in the subjects tested. Civil Service will work with subject matter experts, management, and the bargaining unit to select qualified and impartial panel members.

## Is the process confidential?

Yes. Since this is part of the Civil Service examination process, individual performance is not discussed with anyone outside of the scoring process. Your supervisors and managers do not see your scores, answers, or comments.

## How should I prepare?

The job posting will list the competencies covered in the Oral Board. We encourage you to review these competencies and practice interview questions related to them. Staff will guide you through the process, providing full instructions and an opportunity to ask questions before the Oral Board begins.

## Does this serve as the only interview for the job?

No, the Oral Board is a part of the exam process to evaluate if you have the knowledge, skills, and abilities to perform the job. Once you are on the eligibility list, you will be called by hiring managers for interviews in the specific department that is hiring.

## Oral Board

## Unstructured Interview

<ul style="list-style-type: none"><li>• Answers to interview questions are scored according to preset standards and benchmarks.</li></ul>	<ul style="list-style-type: none"><li>• Answers to questions are evaluated more based on a feeling that the person will be a good fit.</li></ul>
<ul style="list-style-type: none"><li>• Questions are the same and asked in the same order for every candidate.</li></ul>	<ul style="list-style-type: none"><li>• Interviewers can ask questions to candidates in any order and the style is more of a “go with the flow” format.</li></ul>
<ul style="list-style-type: none"><li>• Questions are structured to evaluate predictors of job performance.</li></ul>	<ul style="list-style-type: none"><li>• Interviewers are typically not consistent and don’t always ask questions that are good predictors of job performance</li></ul>
<ul style="list-style-type: none"><li>• There must be at least 2 evaluators in the panel.</li></ul>	<ul style="list-style-type: none"><li>• There can be any number of interviewers present.</li></ul>
<ul style="list-style-type: none"><li>• We encourage the evaluators to discuss the candidates’ responses and to be in agreement on acceptable answers.</li></ul>	<ul style="list-style-type: none"><li>• Interviewers don’t need to agree on acceptable answers ahead of time.</li></ul>

**Still have questions? Reach out!**