

Sample Interview Questions:

A. Questions to Reveal Work Experience and Job Knowledge

- Please describe your prior office experience. (Filing, prioritizing workloads, meeting deadlines)
- Describe the knowledge or experience you have in drafting and editing correspondence as well as your experience taking and transcribing minutes.
- This position deals with numerous projects and priorities. Describe your experience dealing with multiple priorities under fast paced conditions.
- Describe your experience dealing with difficult people. How do you handle difficult people (on the phone and in person)?
- Please describe your administrative support background noting the level of authority you had.
- If you were in the office by yourself (no one to help you) and all three lines were ringing and you had two people waiting-- one to see Mr. Gregory and one to see Mr. Harrison, how would you handle this situation?
- Describe your supervisory experience?
- What experience have you had dealing with confidentiality issues? Please explain the types of issues you have dealt with.
- This position deals with numerous projects and priorities. Describe your experience dealing with multiple priorities under stressful conditions and how you maintain your level of accuracy.
- What are your career goals? How does this position fit into your goals?

B. Questions which Reveal Computer Program, Usage and Systems Knowledge

- What types of software word processing programs are you proficient in using? Describe the prior use and experience you have with these and other programs.
- Describe your knowledge of and experience with using Excel or other software to create spreadsheets? Have you created spreadsheets with formulas, formatting, or links with other spreadsheets?

- Describe your experience in adjusting to new software programs. What is your approach to upgrading and improving your computer skills?
- What computer applications and database management experience do you have?
- What systems management experience have you had in a large complex computing environment? Please briefly describe your level of involvement.
- Describe your knowledge and experience of computer applications, (word processing, spreadsheet and query programs), noting the level of technical expertise that you possess.

C. Questions to Reveal Integrity/Honesty/Trustworthiness

- Discuss a time when your integrity was challenged. How did you handle it?
- What would you do if someone asked you to do something you believed to be unethical?
- If you saw a co-worker doing something dishonest, would you tell your boss? What would you do about it?
- Please describe your work ethic.

D. Questions to Reveal Personality/Temperament/Ability to Work With Others

- How would you describe your personality?
- What motivates you the most?
- If I call your references, what will they say about you?
- What kind of environment would you like to work in?
- What kinds of people would you rather not work with?
- What are two or three examples of tasks that you do not particularly enjoy doing? Indicate how you remain motivated to complete these tasks.
- Have you ever had to resolve a conflict with a co-worker or client? How did you resolve it?
- Describe the appropriate working relationship between a supervisor and subordinates.
- How have you worked as a member of teams in the past?
- What is your management style? How do you think your subordinates perceive you?
- As a manager, have you ever had to fire anyone? If so, what were the circumstances, and how did you handle it?
- What is your history of working unsupervised?

- What aspects of this job do you think would be most stressful to you? Why?
- What do you feel is a fair lateness standard to which employees should be held? For instance, should people be allowed to make up lost time? How late is really late?

E. Questions to Reveal Past Mistakes:

- Tell me about an objective in your last job that you failed to meet and why.
- When is the last time you were criticized? How did you deal with it?
- What have you learned from your mistakes?
- Tell me about a situation where you "blew it." How did you resolve or correct it to save face?
- Tell me about a situation where you abruptly had to change what you were doing.
- If you could change one (managerial) decision you made during the past two years, what would that be?
- Tell me of a time when you had to work on a project that didn't work out the way it should have. What did you do?
- If you had the opportunity to change anything in your career, what would you have done differently?

F. Questions to Reveal Creativity/Creative Thinking/Problem Solving:

- What have you done that was innovative?
- What was the wildest work related idea you had in the past year? What did you do about it?
- Describe a situation in which you had a difficult (management) problem. How did you solve it?
- Were you ever in a situation in which you had to meet two different deadlines given to you by two different people and you couldn't do both? What did you do?
- What type of approach to solving work problems seems to work best for you? Give me an example of when you solved a tough problem.
- When taking on a new task, do you like to have a great deal of feedback and responsibility at the outset, or do you like to try your own approach?

- You're on the phone with another department resolving a problem. The intercom pages you for a customer on hold. Your manager returns your monthly report with red pen markings and demands corrections within the hour. What do you do?

G. Miscellaneous Good Questions:

- Describe your favorite job and tell us why you liked it.
- What would you list as your greatest strength and your greatest weakness as they relate to the essential functions of this position?
- Describe the ideal workday for you. How would you spend your time?
- How do you know you are doing a good job?
- How would you describe your ability to handle conflict? What types of workplace conflict have you been involved in and what was the outcome.
- How would you rate your analytical, investigative and problem solving skills? Why?
- Please explain your understanding of the requirements of this position. *(This question is for discussion purposes only and will not be scored. It is to clarify the job duties etc.)*
- Why are you interested in this position?
- What are your short-term or long-term career goals?
- Why should we hire you?
- What responsibilities do you want, and what kinds of results do you expect to achieve in your next job?
- If you had to rank in order the top five things you are looking for in a good job, what would they be?
- What is the best thing a previous employer did that you wish everyone would do?
- What are you most proud of?
- Do you have any questions? If you are selected for this position, when would you be able to start?
- Is there anything you wanted me to know about you that we haven't discussed?
- Do you have any questions for me?