

## Sample Interview Questions

### Phone/Email Prescreening Questions

- Are you available to work (list the days and hours)?
- If offered the position, when are you available to start work?
- Discuss the salary expectations of the applicant.
- Ask a couple of questions about the most important qualifications you are looking for. For example, "Tell me about your experience working with students?"

### In-Person Interview Questions

#### **Warm-up/Opening**

- Introduce yourself and any other people involved in the interview.
- Introduce the department, the University.
- Discuss the job description. Ask if the applicant has any questions about the job description.
- Can you perform the essential functions of the position with or without reasonable accommodation?

#### **Education**

- Tell us about your education that is related to this position.

#### **Experience**

- What work experience do you have that has prepared you for this position?
- What specific skills acquired or used in previous jobs relate to this position?
- What area of your skills/professional development do you want to improve at this time?
- This position requires XYZ. Tell me about a time when you've done XYZ.
- How did you handle a situation like XYZ in your last job? Give me some specific examples.
- Describe the experience you have had doing XYZ.
- What would you say are job-related strengths and what are some areas you need to improve on?

#### **Supervisory Skills** (if applicable)

- How much supervision have you typically received in your previous job?
- What do you do to get your employees together to establish a common approach to a problem?
- What approach do you take in getting your employees to accept your ideas or department goals?
- What specifically do you do to set an example for your employees?
- How frequently do you meet with your immediate subordinates as a group?
- Do you feel you work more effectively on a one to one basis or in a group situation?

#### **Time Management Skills**

- Describe a time when your workload seemed overwhelming. How did you organize/prioritize the work? What would you have done differently?
- Tell us about a recent situation in which you felt you had more work to do than the allotted time allowed. What things have you done to minimize similar situations?
- Tell me some specific techniques you used on your last job in order to improve your organizational and time management skills.
- Tell me about a time when you had to delay finishing a task because you didn't have enough information to come to a good decision.

## **Confidentiality**

- Do you have experience working with confidential information? Did you encounter any challenges?
- What experience have you had in handling confidential records? How do you ensure the confidentiality of information/records is maintained in the office?

## **Computer Skills/Office Equipment**

- Tell us about your experience with (list computer software used in this position) – talk about purposes used for, years of experience, level of competence with each.
- What other office equipment have you used (fax, copy machine, printer, etc.)?

## **Communication Skills**

- This position interacts with XYZ types of people in XYZ types of situations. Compare that to what you have done before.
- In this position you will interact with a variety of individuals and communication skills are essential. Please provide examples that demonstrate your ability to communicate in writing and orally.
- Tell me about key strengths you have in dealing with people. Can you provide a recent example of an incident in which your strengths proved to be valuable?

## **Teamwork Skills**

- Do you prefer working individually or in a team?
- Tell me about a time when you worked most effectively as a member of a team. What are some of the challenges you see from working in a team; the benefits?
- Please give an example of a time when you had to take the lead with your work group to get a task done. How did you get cooperation from your co-workers? From other departments? Be specific.

## **Working Conditions**

- Are you available to work (list the days and hours)?
- If offered the position, when are you available to start work?
- Discuss the salary expectations of the applicant.

## **Career Goals**

- What are your career goals and how does this position fit within them?

## **Closing**

- Do you have any questions you would like to ask?
- Give information about next steps in the process - timeline and actions.