|  |  |
| --- | --- |
| **Question** | **LOW--------------------HIGH** |
| **Planning & Organizing** |  |  |  |  |
| * How do you prioritize projects and tasks when scheduling your day?
 | 1 | 2 | 3 | 4 |
| * Describe a time in a previous job or at school when you had many projects or assignments due at the same time. What steps did you take to get them all done?
 | 1 | 2 | 3 | 4 |
| * Tell us about a time when you went beyond your normal job responsibilities to complete a task.
 | 1 | 2 | 3 | 4 |
| **Judgment & Decision-making** |  |  |  |  |
| * Give me a specific example of a time when you had to conform to a policy with which you did not agree
 | 1 | 2 | 3 | 4 |
| * What was the last job-related mistake you made? How did you handle the situation?
 | 1 | 2 | 3 | 4 |
| * Why do you want this position and what are your expectations?
 | 1 | 2 | 3 | 4 |
| **Initiative & Creativity** |  |  |  |  |
| * Describe a situation where you had to overcome a problem or obstacle in order to move forward with something. What did you do?
 | 1 | 2 | 3 | 4 |
| * Give us an example of when you showed initiative and took the lead.
 | 1 | 2 | 3 | 4 |
| **Technical/Professional Knowledge** |  |  |  |  |
| * Share with us your knowledge and skills in the area of technology, including software programs/applications. How will these skills benefit this position?
 | 1 | 2 | 3 | 4 |
| * What is your superpower/skill?
 | 1 | 2 | 3 | 4 |
| **Customer Service** |  |  |  |  |
| * Identify the factors that are critical to providing good customer service.
 | 1 | 2 | 3 | 4 |
| * How would you respond to a disgruntled or angry customer or deal with conflict?
 | 1 | 2 | 3 | 4 |
| * Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
 | 1 | 2 | 3 | 4 |
| * What are the important practices of answering and responding to others (students, colleagues, faculty, administrators, and general public) on the telephone?
 | 1 | 2 | 3 | 4 |
|  |  |  |  |  |
| * Describe what you believe to be important in interacting and working with the faculty and staff of this department?

What specific things would you do to maintain positive relationships? | 1 | 2 | 3 | 4 |
| **General Organizational Awareness/Environmental Fit** |  |  |  |  |
| * Describe the work environment or culture in which you are most comfortable and productive.
 | 1 | 2 | 3 | 4 |
| * Have you had experience in working in a “high traffic” office environment? If so, how have you handled this? If not, what do you think would be important in order to function efficiently and comfortably?
 | 1 | 2 | 3 | 4 |
| **Collaboration** |  |  |  |  |
| * Do you prefer to work alone or in a group?
 | 1 | 2 | 3 | 4 |
| * Describe a situation where you have worked as part of a team to achieve a result. What was your role?
 | 1 | 2 | 3 | 4 |
| * Which sort of co-worker do you find most difficult to work with and why?
 | 1 | 2 | 3 | 4 |
| **Experience** |  |  |  |  |
| * Do you have any previous experience in assisting students with enrollment, scheduling, or other areas within an academic environment?
 | 1 | 2 | 3 | 4 |
| * Have you had experience in supervising student workers? What do you think would be important?
 | 1 | 2 | 3 | 4 |
| * What experiences have you had in maintaining budgets, ledgers, etc?
 | 1 | 2 | 3 | 4 |
| **Misc** |  |  |  |  |
| * What are the key factors in organizing and maintaining a filing system, and to keep the office organized and pleasant in appearance?
 | 1 | 2 | 3 | 4 |
| * Describe the issues/steps that would be important in maintain confidentiality in matters pertaining to student, faculty, and staff information (records, test scores, ID information, etc.)
 | 1 | 2 | 3 | 4 |
| * What do you think would be your greatest strengths and your main areas of challenge working in this position?
 | 1 | 2 | 3 | 4 |
| * Is there anything else that you would like to tell us about yourself or do you have any questions for us?
 | 1 | 2 | 3 | 4 |