

INTERVIEW QUESTIONS

Hourly Positions

The following is a list of behavioral interview questions that you may use in preparation for your upcoming interviews. **Do not use all of them.** Select the ones in which you believe you need to cover. One possibility is to take one question from each category to ask.

When interviewing candidates, be sure to ask each candidate the same question so that you are fair and equal in your evaluation. Be sure to take notes during your interview and at the end of the session, after the candidate has left, fill out the Interview Evaluation Form. The Interview Evaluation Form is to be part of each candidate's file.

Introductory Questions

1. Please give a brief summary of your work experience.
2. What are you looking for in your next position?
3. Why are you interested in a change?

Business Perspective

A. Business Knowledge/Experience

1. Giving specific examples, tell me your background in _____. (Utilize the candidate's resume or application and probe for knowledge and experience.)
2. Describe your PC skills with Windows, Word, Excel, etc.
3. Tell me about your last performance review. Do you agree or disagree with the review?
4. What are your strengths? What are your developmental areas?
5. Have you received any awards or special recognition for your performance?

B. Problem Analysis – *The following questions probe the candidate's ability to identify a problem, determine the root cause, gather data, and follow-up.*

1. Describe a problem you have resolved. Tell me how the problem was detected and what you did to resolve it.
2. Tell me about an unusual approach that you used to solve a problem.
3. Tell me about a detailed assignment or task that you had to perform. How did you manage it?

C. Judgment – *The following questions probe the candidate's ability to determine alternative solutions to problems, evaluate a course of action and make sound business decisions.*

1. Tell me about the most difficult decision you have made on the job. What made it difficult?
2. Describe a situation where you felt you were taking a risk. How did you decide to take this risk? Would you do it again?
3. How do you handle a very large workload that includes some conflicting priorities?
4. Give me an example of a decision that you took to your supervisor to make rather than making it yourself. Why did you refer it? What happened?

D. Customer Focus – *The following questions probe the candidate’s ability to identify and meet customer’s needs and expectations.*

1. What changes have you made to your job to better serve your customer?
2. What have you done to impact the *quality* of your service/product/job?
3. Tell me about a time where you had to say “no” to a customer’s request. What were the circumstances? How did you resolve it?
4. Tell me about a situation in which a customer (internal or external) wanted you to resolve a problem and it impacted a department outside of yours.

E. Persuasiveness – *The following questions probe the candidate’s experience in presenting a point-of-view to others to change their mind.*

1. Tell me about a time where you had to “sell” an idea. How did you go about doing it? What was the result?
2. Describe a situation where you were able to change a manager or a co-worker’s decision.
3. Describe a situation where you were not able to get mutual agreement with someone. What did you do about the disagreement?

Action

F. Initiative – *The following questions probe the candidate’s ability to be a self-starter, to originate action, and be creative in various situations.*

1. Describe a situation in which you went “above and beyond” to get the job done.
2. What has your work experience taught you about yourself? Please explain.
3. How has your work experience influenced your work today?
4. Describe a time when you needed to be creative in your job. What was your role and how did you contribute to the outcome?

G. Teamwork - *The following questions probe the candidate’s ability to cooperate and participate in a group, to share information to solve problems, and support a team approach to work.*

1. Describe a time when you worked as a part of a team. What was your role?
2. What was the result of your team’s approach to the project?
3. Think about a time when your team made a decision to act and found out as you implemented the plan that you had to change direction. What did your team do? What was the outcome?
4. Describe a time when your team disagreed with a manager’s decision. What did your team do?
5. Describe a difficult situation that you faced with a co-worker. How did you handle it?
6. Tell me about a situation that forced you to put your work life ahead of personal time. How did you balance those requirements?

H. Managing Stress – *The following questions probe the candidate’s ability to manage stress and stand up to the pressures of work and the effects of unstructured conditions.*

1. Describe a time when criticism from your manager or peer made an impact on you. What did you do about it?
2. Given the authority, what one change would you make regarding concerning your duties and responsibilities. Why?
3. What do you do when you have slower times in your work schedule? What do you do with your time?

I. Flexibility – *The following questions probe a candidate’s ability to adapt and change given new or changing circumstances.*

1. Describe a time when your situation changed suddenly. What did you do about it?
2. Have you ever bent the rules to meet a customer or business need? If so, describe what you did and what the result was.
3. Tell me about a business situation that required you to change how you did things.
4. Describe a time you were negatively impacted by a decision. What did you do about it?
5. Tell me about a time when you had to work with one or more co-workers who were very different from you. How did you approach them? Was it successful, why or why not?

J. Decisiveness – *The following questions probe a candidate’s ability to make decisions.*

1. Tell me about a decision you made that you knew would be unpopular. Why did you decide to make it? How did you handle communicating it?
2. Describe a situation when you utilized your manager to make a business decision.
3. Tell me about a decision you had to make without having all the facts. How did you justify it? Were the results what you anticipated?

Conclusion

1. What questions do you have for me?
2. Let me tell you the next steps in the process.

Thank the candidate for their time and be sure to fill out the **Interview Evaluation Form** *immediately* after the interview while the responses are fresh in your mind.