

Basic Interview Information

An interview probes areas of interest to the interviewer in order to determine how well the candidate meets the needs of the organization. An interviewer may ask a variety of questions regarding education, skills, knowledge and/or experience.

It is very common to focus on a candidate's past experience, as well as future ability.

- **Behavioral** questions focus on how the candidate handled situations in the past. These questions reveal known past behaviors and typically indicates levels of experience.
- **Situational** questions present hypothetical, job-related scenarios and ask how the candidate would respond. This focuses on the candidate's future ability to perform the job duties.

All questions should be job-related.

Questions should be open ended. Ask questions that require more than a "yes" or "no" answer. For example, review these two interview questions:

Question 1) "Have you ever created an Excel Spreadsheet?"

Question 2) "Share an example of when you created and/or maintained an Excel Spreadsheet and how it was used in your work environment."

You can see that the first question provides little information. The second question, however, probes into the candidate's experience and level of knowledge/understanding.

Below are **examples** of questions that may be used in an interview:

- Q)** In your current or a previous position, describe various types of interaction you had with customers within the organization.
- Q)** Describe a time when you had a difficult interaction with a customer. Tell what happened and how you handled it, as well as the end result.
- Q)** This position will require you to evaluate materials and make determinations on a daily basis. If you were presented with materials and you were unsure of the correct determination, what would your response be?
- Q)** Explain your level of experience with software programs. Give examples of the programs you currently use, and in what manner they are used in your day-to-day duties.
- Q)** Give examples of how you handle multiple tasks concurrently on a daily basis in your position.
- Q)** If given a chance to work on group projects or independently, which would you choose and why?
- Q)** Give an example of a group or independent project in which you were involved that resulted in a favorable outcome.
- Q)** This position will require you to multi-task and complete project in order of priority. What methods would you use to determine the order in which to complete tasks?