

**Interview Questions**

Candidate Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position Applied For: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interview Agenda:

1. Greeting and Introduction (2 minutes)

2. Overview of the Agenda and Interview Structure- Review of steps #3- 7 below (1 minute)

3. Candidate Questions (0- 3 minutes)

4. Candidate Career Overview (5 minutes)

5. Interview Questions from Interviewer (15- 20 minutes)

6. Additional Candidate Questions (0- 3 minutes)

7. Closing the Interview (1 minute)

1. Although there will be time for your questions at the end, are there any questions that you have now that cannot wait until then?

2. Please take the next 5 minutes and review your education and employment history, relating how your past experiences would provide a foundation for success in this role.

• *Ensure candidate speaks to all reasons for leaving/transitioning positions/gaps in resume.*

Interview Questions:

3. Give me an example of a time when you demonstrated your customer service ethic to assist a client.

• *Ability to go above and beyond the call of duty*

• *Ability to manage client expectations without compromising the company*

4. Tell me about a situation where your work was criticized.

• *Ability to communicate effectively with a personal situation in a professional manner*

• *Tolerance for criticism*

5. Tell me about a situation where you had to meet a tight timeline to get a job done. What did you have to do to ensure the project was completed in a timely manner?

• *Time management*

• *Ability to multi-task*

6. Tell me about the best work group that you ever worked with. What was good about it? What role did you play?

• *How they interact in a team*

• *Why type of environment they need to be successful*

7. What areas do you need to get better at? How will you do that?

• *Self-awareness*

• *Willingness to learn and take on challenges*

8. What concerns, if any, do you have about this role? What support would you require? What elements/components of the role are you least prepared for?

• *Tells you how they have assessed their own fit for the role*

• *Identifies areas of development*

9. Why do you believe you are the best candidate for this position?

• *They get the last word*

10. Do you have any additional questions for me?

**Closing the Interview**

*That concludes our interview for today. Thank you for your time (stand up and shake hands).*

*We expect to be in a position to determine our short-list of candidates in the next week or two.*

*You w1ll be notified one way or the other of your candidacy for this role. (Walk the candidate out)*