

ADMINISTRATOR POSITION

STRUCTURED INTERVIEW

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RAPPORT-BUILDING QUESTIONS

- 1.
- 2.
- 3.

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BENEFITS STATEMENTS

1. The purpose of our meeting today is to get to know you better and to find out how your past experiences and/or knowledge fits the job for which you are applying. Before we finish you will also be given the opportunity to ask any questions you may have about the job for which you are applying.
2. We will be looking for specific examples of your past experience which will help us predict how you will perform in this position.
3. We will be taking notes as we will want to make sure we don't forget anything. We don't want to confuse you with the other candidates, and we want to make sure we are accurate.

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INTERVIEW OPENER QUESTIONS

1. To get us started, tell us why you are interested in this position.
2. Take a couple of minutes and give us a general overview of the education and / or experiences you have had which relates to the job for which you are applying.

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TECHNICAL SKILLS QUESTIONS

1. Describe your education and/or work experiences which would help you perform the duties of the job for which you are applying.
2. What is bars accounting?
3. What does cost accounting mean to you?
4. What are the steps in progressive discipline?
5. What are the protected groups covered by the Civil Rights Act of 1964?
6. What kinds of accounting systems have you worked with in your past work experience?
7. Describe your past management experience(s).

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PERFORMANCE SKILLS QUESTIONS

MOTIVATION:

1. What are some of the things in your past work experience that have motivated you to perform the above the expected?
2. Give me an example of a time when you were disappointed in the productivity of your employees, and tell me what you think caused the problem.
3. Give me an example of how you motivated your employees in your past. What did you find that

worked and that did not work?

4. What are the thing(s) that motivate you on your present job? Your past jobs?
5. What would your boss say about your ability to motivate others?
6. Give me an example of a "problem employee" who interfered with others doing their job, and tell me how you responded to the situation.

DECISION MAKING:

1. What was the level of your decision - making authority in your past job(s)?
2. Describe a time in your past when you were responsible for making a decision and you were not happy with the results.
3. What is the most difficult work decision you have had to make and tell me what happened. How did your boss view your decision? How did your employees view your decision?
4. Give me an example of a decision you made that backfired, and tell me what happened.
5. Give me an example of when you had to make a decision where there was no clear policy regarding the issue.
6. Give me some examples of the kinds of decisions you have had to make on your last job.

INTERACTION:

1. What is your general impression of how you relate to other people on the job?
2. Give me an example of a time when you were particularly pleased with the way you handled a sticky situation with a superior. A subordinate.
3. What kinds and/or groups of people have you had difficulty in working with and what have you done to improve the working relationship(s)?
4. Give me an example of a time when you "blew it" in working with a particularly sensitive subject and/or group of people. What were the results?
5. What experiences have you had where political pressure interfered with you getting the job done? What were the results?
6. How do you evaluate your ability to "read people" and using that knowledge to get the work done?

ORGANIZATION:

1. Give me examples of your experience in setting goals and organizing the work to meet those goals.
2. Give me an example of a time the work was not accomplished as you had planned and how did you react.
3. Describe how you establish priorities and organize those priorities to accomplish results.
4. Give me an example of a time when you had an overrun of the budget and/or staffing needs in performing the goals you had established for your organization.
5. If I asked your employer about your ability to organize the work as well as schedules, what would he say? What would your employees say?
6. Give me an example of a time where your goals conflicted with the goals of your organization/boss and tell me what happened.

INNOVATION:

1. What is the most innovative thing you have done on your past job?
2. Give me an example of a creative idea you had that was not accepted by your superiors, and tell me your reaction.
3. Give me an example of a time when you developed a new way of doing the job and you had to sell that idea to management staff. What steps did you follow in selling that idea?
4. Give me an example of a time when an employee presented you with a "novel" idea to accomplishing a task. What was your reaction?
5. Describe an innovative way you handled a conflict with two or more of your employees or coworkers.
6. Describe a time when you had to come up with an innovative way of getting the job done when, for example, budgets were cut or supplies were not available.

WRITTEN COMMUNICATION:

1. What is your general impression about your writing abilities? What would others say about your

- writing abilities?
2. Give me some examples of your experience in writing ordinances, policies, procedures, etc.
 3. Give me an example of something you wrote and you were pleased with the finished product. Something you wrote that you were displeased with.
 4. What have you done in the past five years to improve your writing skills? How do you feel about the results?
 5. What do you find particularly irritating about others writing?
 6. In your past jobs what percent of your time was spent writing, and how did you feel about the time spent.

WRAP-UP QUESTIONS

1. That is all of the questions we have prepared for you, but have we asked you enough questions to get a good understanding of your ability to perform the duties of the _____?
2. Did we fail to ask anything that you expected us to ask about your work background as it relates to this job?
3. Is there anything else that you would like to share with us about your background?

INTERVIEWEE QUESTIONS/RESPONSES

1. What questions do you have for me?

ACTION PLAN

1. I want to thank you for taking the time to be interviewed for the position of _____.
We have _____ other applicants to interview and we will be completed with our interviews on _____.
 2. We should complete the selection process by _____. You should hear from this office no later than _____.
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