

## Interview Questions (used for clerical position)

### Opening

- ◆ Give job description before interview
- ◆ Have candidate complete application (if initially submitted resume only)
- ◆ Introduce committee
- ◆ Describe campus, unit,. Explain reporting structure within the unit. Tell why position is available.

### Specific Questions

- ◆ We have quite a few specific questions that will give you a chance to talk about your experience in more detail, but could you start off with just a brief overview of your experience that best relates to this position?
- ◆ With respect to your interpersonal skills, describe the nature and frequency of interactions in previous positions and with whom you interacted. Can you give an example of a difficult interaction? What made it difficult and how was it resolved?
- ◆ Describe a past situation in which you worked as a member of a team. What was your role on the team and what did or would you do to help the team function at its best?
- ◆ As a member of the staff, you will have access to all correspondence and files which contain highly confidential information. Based on your experience and judgment, what types of information and situations do you consider confidential? Please give us an example of working with confidential information.
- ◆ What types of filing systems have you worked with and/or managed? How do you ensure that filing is kept current and is being done accurately? If you were finding retrieval problematic, what might you do differently?
- ◆ How would you handle competing demands that come in the form of tasks from others in the office when perhaps you had already planned your day or week? And, How do you get back on track after something unexpected has taken you from a task at hand?
- ◆ What is your experience with regard to handling scheduling, for example setting up individual or group meeting times, making meeting arrangements, or making travel arrangements?

- ◆ Describe your general clerical skills with respect to budget, accounting, purchasing procedures and note taking.
- ◆ With which types of office equipment are you familiar? Describe your typing or keyboard skills and the nature of word processing projects you have done in the past.
- ◆ What kinds of software (particularly word processing, databases and spreadsheets) have you used? Have you ever used electronic mail? How have you learned new programs - classes, manuals, one-on-one training?
- ◆ This position requires the ability to deal with the public, faculty, staff and students with tact and discretion. How would you handle the following situation: A prominent community member and donor to the University insists in talking with your supervisor regarding a controversial news article about the University. Your supervisor does not have the time to take the call, and in fact, prefers not to take the call. How would you handle this person.
- ◆ Please describe the type of correspondence that you have composed? Were they for your supervisor's signature or for your own? What types of editing have you performed?
- ◆ What techniques do you use to organize your work? What kinds of things do you consider when prioritizing your work?
- ◆ Please give us some examples of events, projects, or programs that you have coordinated or helped to coordinate.
- ◆ Describe your experience with forms processing, including the types of forms and the volume involved.

## Closing

This job will require the ability to perform keyboarding functions for moderate to extended periods of time (word processing, mail logs, e-mail communication, setting up databases for large mailings, etc.) frequently with interruptions, heavy use of phones, and ability to file for extended periods of time> With or without employment accommodation, do you perceive of any difficulties meeting these expectations? Occasionally we have a weekend or evening event which requires working an alternate work schedule. Do you foresee this as a problem? Our office is open 8-12 and 1-5 five days a week. Because this position covers phones and walk-in visitors , it is necessary that we have coverage at this desk during office hours. Therefore the schedule at this desk is a firm 8-5 with a 12-1 lunch break.

Do you have anything you would like to add or any questions about the position or the office?

We would like to request a few references.

If you are chosen for this position, when would you be available to start?

It is our goal to have made a decision on this by the end of this week or the beginning of next week.