

**Office of Human Resources  
Sample Interview Questions**

<b>General Past Job Performance/Experience</b>	<b>Supervisory Questions</b>
<ul style="list-style-type: none"> <li>• Tell me about your last position and what you did.</li> <li>• Tell me about the last time you made a mistake and how you corrected it.</li> <li>• Give me an example of when you've demonstrated your customer service skills.</li> <li>• What makes you stand out among your peers?</li> <li>• What have you done to reduce your department's operational costs or to save time?</li> <li>• What would your supervisors say makes you most valuable to them?</li> <li>• If I asked your boss to evaluate your performance, what would he/she say?</li> <li>• What is the most important thing you learned at a previous job?</li> <li>• If there were two things you could have changed about that job, what would they be?</li> <li>• What qualifications do you have that make you successful in this field?</li> <li>• What special skills or knowledge have you gained to help in this job?</li> <li>• Define excellent customer service.</li> <li>• Give me an example of the type of work experience you have had on a day-to-day basis with the public</li> </ul>	<ul style="list-style-type: none"> <li>• You have supervised people in the past. What were their titles and what type of supervision did you give them?</li> <li>• How do you motivate people?</li> <li>• Have you ever fired anyone? What were the circumstances?</li> <li>• Have you ever hired anyone? Why did you choose them?</li> <li>• What do you do when you're having trouble with an employee?</li> <li>• What type of supervisory training have you completed in the last two years?</li> <li>• How did you communicate bad news to your staff?</li> <li>• What makes someone a good supervisor?</li> <li>• What programs have you put in place to build morale?</li> <li>• Describe your management style.</li> <li>• How do you measure success as a supervisor?</li> <li>• If you are hired, what will you do in your first 30 days?</li> <li>• Describe one change you made in your last job that was very beneficial.</li> <li>• How do you handle unpopular management decisions?</li> <li>• How do you proceed when you need to make a decision and no policy exists?</li> <li>• How would you define "leadership"?</li> <li>• What have you done to become more effective in your job?</li> <li>• How do you orient new employees in your department?</li> </ul>
<b>Goals</b>	<b>Job Performance</b>
<ul style="list-style-type: none"> <li>• What are your 5 year goals?</li> <li>• Tell me what "success" means to you.</li> <li>• Do you set goals for yourself and how do you do that?</li> </ul>	<ul style="list-style-type: none"> <li>• What were your most significant accomplishments at your last job?</li> <li>• What were your three most important responsibilities in your last job?</li> <li>• How have you added value to your job over time?</li> <li>• How have you had to reinvent or redefine your job to meet your companies changing needs?</li> <li>• What proactive steps did you have to take to increase the output of your position?</li> </ul>

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<b>Communication</b>	<b>Exceeding Customer Service</b>
<ul style="list-style-type: none"> <li>• Tell me about a work situation you had that required excellent communication skills.</li> <li>• Do you prefer to speak directly with someone or send a memo?</li> <li>• How would you grade your ability to communicate with upper level management, customers and peers?</li> <li>• What was more important on your job, written or oral communication?</li> </ul>	<ul style="list-style-type: none"> <li>• What types of efforts are you making to serve your customers and to exceed customer expectations?</li> <li>• How are you getting feedback from your customers and how do you use this feedback?</li> <li>• Tell us about a time where you wowed a customer</li> </ul>
<b>Introductory Questions</b>	<b>Cooperation with Co-workers</b>
<ul style="list-style-type: none"> <li>• How would you describe yourself?</li> <li>• What influenced you to choose this career?</li> <li>• What will it take to attain your goals, and what steps have you taken towards attaining them?</li> <li>• Why are you the best candidate for this position?</li> <li>• Tell me about the one thing in your life you're proudest of.</li> <li>• What qualities do you think are necessary to make a success of this job?</li> <li>• How did you find out about this job?</li> <li>• What do you know about the job?</li> <li>• Is there anything that will prevent you from working the job's regular hours?</li> <li>• What kinds of work interest you the most?</li> <li>• What interests you most about this position?</li> </ul>	<ul style="list-style-type: none"> <li>• Do you prefer to work by yourself or with others?</li> <li>• How would your co-workers describe you?</li> <li>• The successful candidate for this position will be working with individuals who have been with the University for a long time. How will you mesh with them?</li> <li>• What kind of person do you get along with the best?</li> <li>• Define cooperation.</li> <li>• Tell me about an occasion when, in difficult circumstances, you pulled a team together.</li> <li>• What do you find most challenging in working with co-workers?</li> <li>• Do you function more effectively as a team member or as an individual contributor?</li> <li>• What do you do when you know you are right and others disagree with you?</li> <li>• Define teamwork.</li> </ul>
<b>Integrity</b>	<b>Teamwork</b>
<ul style="list-style-type: none"> <li>• Tell us what you do to ensure that you meet the work commitments you make to others?</li> <li>• Tell us about an experience where you had to confront someone or give candid feedback?</li> <li>• How did you do it? What did you say?</li> </ul>	<ul style="list-style-type: none"> <li>• What are some of the things you are doing to ensure the effectiveness of the team you are leading?</li> <li>• Have you been on a dysfunctional team? What did you do as a team member or team leader to address the problem?</li> <li>• Tell us about a time where you disagreed with the objectives or direction of a team you were on. How did you handle this?</li> </ul>

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<b>Personal Motivation and Traits</b>	<b>Organization/Time Management</b>
<ul style="list-style-type: none"> <li>• What motivates you to do your best work?</li> <li>• Tell me about a time you went “out on a limb” to get the job done.</li> <li>• What do you find most frustrating at work?</li> <li>• Tell me about a project that got you really excited.</li> <li>• How do you define doing a good job?</li> <li>• Under what conditions do you work best?</li> <li>• What is your greatest strength/weakness or deficiency?</li> <li>• Tell me about a work task you enjoy.</li> </ul>	<ul style="list-style-type: none"> <li>• Describe the top of your desk.</li> <li>• What do you do when you’re having trouble solving a problem?</li> <li>• What do you do when things are slow/hectic?</li> <li>• What do you do when you have multiple priorities?</li> <li>• Tell me about your typical day. How much time do you spend on the phone? In meetings? Etc.</li> <li>• Your supervisor left you an assignment, then left for a week. You can’t reach him/her and you don’t fully understand the assignment. What would you do?</li> <li>• How do you organize and plan for major projects?</li> <li>• Describe a project that required a high amount of energy over an extended period of time.</li> <li>• How do you organize yourself for day-to-day activities?</li> </ul>
<b>Competency</b>	<b>Innovation</b>
<ul style="list-style-type: none"> <li>• What do you do on an ongoing basis to keep your professional skills up to date?</li> <li>• Indicate some of the significant development efforts you have undergone in the last few years.</li> <li>• What do you see as the key competencies needed in your current assignment and how have you gone about developing these?</li> <li>• What kind of system or method are you currently using for reporting progress on your work?</li> </ul>	<ul style="list-style-type: none"> <li>• Tell us about an innovation that you’ve introduced in your work area.</li> <li>• What have you done to introduce change or redefine the way work gets done in your area?</li> <li>• What continuous improvement methodologies are you familiar with? Tell us about your experience</li> </ul>
<b>Problem Solving/Decision Making</b>	<b>Manageability</b>
<ul style="list-style-type: none"> <li>• Describe the most difficult problem you had to solve. What was the situation and what did you do? Would you do anything different next time?</li> <li>• In general, how do you handle conflict?</li> <li>• Describe a creative solution that you have developed to solve a problem.</li> <li>• What solution are you the proudest of?</li> <li>• Describe a time when you had to use fact-finding skills</li> </ul>	<ul style="list-style-type: none"> <li>• If your boss knew you were interviewing, what would he/she say?</li> <li>• Your supervisor tells you to do something in a way that you know is dead wrong. What do you do?</li> <li>• If your supervisor unfairly criticized you, what would you do?</li> <li>• Would you like to have your boss’ job? Why or why not?</li> <li>• Tell me about a time when your manager was in a rush and didn’t give you enough attention.</li> <li>• Describe the best manager you ever had. The worst. What qualities did each of them have?</li> </ul>

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**Flexibility**

- Give me an example of the last time you went above and beyond the call of duty to get the job done.
- In what areas you typically have the least amount of patience at work?
- Tell me about a time when a work emergency caused you to reschedule your work/projects.
- How important is communication and interaction with others on your job? How many departments did you deal with? What problems occurred?
- Tell me about the last change which occurred in your office. How did you handle it?
- What is the most difficult work situation you have faced?
- What types of jobs do you have the most difficulty with?
- What do you do when you have a great deal of work to accomplish in a short period of time?
- What do you do when you're having trouble with your job?
- What kinds of decisions are most difficult for you?
- You have worked a fast paced environment. How did you like the environment?
- Tell me about a deadline you had to meet. How much advance notice did you have?

**Diversity**

- What opportunities have you had working and collaborating in diverse, multicultural and inclusive settings?
- Please describe how you would work to create a campus environment that is welcoming, inclusive and increasingly diverse.
- Describe a time when you needed to work cooperatively with someone that did not share the same ideas as you.
- How would you work with people under your supervision to foster a climate receptive to diversity in the department, the curriculum, staff meeting, printed materials, initiatives, etc?