

# Sample Interview Questions

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## Skills/Strengths

Even though we have your resume, please provide us with a general overview of your experience and education, computer skills and related information.

In what way do you believe your education and training has prepared you for this position?

What kind of computer skills/experience do you have? Take us through a project where you have utilized your computing skills (mail merges, access, excel, power point, web)?

What licenses or certifications do you have that are relevant to this position?

What skills do you have that you feel could enhance this position?

What are your skills as a presenter? What can you teach other presenters?

What do you consider to be your major strengths? What are your weaknesses or areas that need more work?

What strengths would you bring to this position?

## Work Style

What are two things in a job that are most important to you and why?

What are things you like to avoid in a job and why?

Describe your organizational skills.

How do you assess priorities and how do you then assign them in order to meet deadlines or demands?

Tell us about your experience multi-tasking workflow. Please provide specific work-related examples.

Do you prefer to work independently or on a team? What are your team player qualities?

How do you handle constant interruptions?

Describe your previous experiences in dealing with multiple priorities and wearing "multiple hats."

## Challenges

Describe a time you had a conflict and how you resolved it?

What challenges are you looking for in a position?

What situations put you under pressure? How do you deal with pressure?

This position works evening/weekend hours, etc., would you be able to work these hours? Please explain.

Do you consider yourself to be flexible in a work environment? Please provide an example.

What have been major obstacles/challenges you have had to overcome in previous positions? How did you deal with them?

Describe the most serious complaint an employee brought to your attention and what you did about it?

Was there ever an occasion when you disagreed with a supervisor's decision or company policy? Describe how you handled the situation.

We would be interested to hear about an occasion when your work or an idea was criticized, what was criticized, who criticized you, and how you handled it? What are your views on constructive criticism?

## **Accomplishments**

Describe a work-related accomplishment of which you are particularly proud.

Describe a project or situation that best demonstrated your analytical skills.

Describe a previous work responsibility or assignment that required good attention to detail. What did you do to ensure accuracy? How did you enjoy that type of work?

Can you think of a time you solved a problem creatively? Tell us about it.

Tell us about a mistake you made recently and what you did about it.

## **People Skills/Work Relationships**

How do you motivate people?

Talk with us about your experience in working with persons from diverse social and cultural backgrounds as well as training sessions you have attended regarding this subject?

Listening is an important part of providing good customer service. Describe good listening skills. Please give us an example of a time when you've demonstrated good listening skills?

Describe how you like to be treated when you are a customer.

How would you handle a situation where you had a customer who was very angry about a mistake someone else in your department made, but you are the only person available and must resolve the situation?

Talk with us about a time you were confronted by an angry customer. What did you do to resolve the problem?

What special training do you have that is relevant to this position?

Describe the positions in which you have had supervisory responsibility. How many people have you supervised and in what kinds of positions? Did you have hiring/firing authority?

What do you find most challenging in dealing with co-workers?

How important is communication and interaction with others on your job? How many departments did you deal with? What problems occurred?

Do you have any experience dealing with confidential information? If so, explain.

Describe for us any communication skills you have acquired such as phone skills, writing skills, public speaking skills, etc.

How would you rate your communication skills and why?

## **Goals**

What goals, short term and long term, have you set for yourself? How are you planning to achieve them?

In what way(s) does this position meet your career goals and objectives?

## **Concluding Questions**

Should you be the candidate recommended for hire, when Collin College conducts employment references, what will your references tell us about you as an employee?

Why should we consider you for this position and how would employing you benefit the department and Collin College?

Is there anything else you would like to tell us about yourself that has not already been asked?

What questions do you have for us?