

Selkirk College
Interview Questions - Administrative Assistant

Date: _____
Candidate: _____

Total Score: /50

<p>Career Background and Expertise</p> <p>1. We have had an opportunity to review your résumé and learn about your background. Can you highlight, in 5 minutes or less, where you see the fit between your experience and what we're looking for in an Administrative Assistant?</p> <p>Point= 3 <i>(Candidate Answer may include: alignment between identified education on résumé and new position. Examples of relevant experience that can use drawn upon. The candidates understanding of Selkirk.</i></p>	
<p>Career Objective</p> <p>a) Why is this position a logical career opportunity for you?</p> <p><i>(Candidate Answer may include: use of acquired skills, challenge, career at Selkirk influencing/ selling idea, understanding the needs, change management, communication, and use of other influencers.)</i></p> <p>b) What would you like to accomplish in your first year?</p> <p><i>(Candidate Answer may include: research position, understanding position and main responsibilities and duties, fitting into the team, ideas for continuous improvement.)</i></p> <p>c) What additional training or development activities do you think would be most valuable to you?</p> <p><i>(Candidate Answer may include: demonstrated knowledge of review of job description, and duties, to be able to identify, reflective: on team skill, communication)</i></p>	

Introduction

2. Most of the questions we will ask you focus on a previous situation or event that you have experienced. In each case, there are 3 aspects we will ask you about:
- a) Describe the event or the situation.
 - b) How did you deal with the situation? I.e. tell us what you did to respond to it or how you addressed the issue.
 - c) Tell us what you learned from this experience.

Teamwork

3. Please tell us about a time when you helped to foster a sense of teamwork and cooperation among your co-workers.

(Candidate Answer may include: Team roles and role within team, challenges and opportunities of team work, communicating a common goal, recognition, reflection on outcome

Conflict Resolution

4. Although we would always like to get along well with everyone, in any work situation there are usually times when some conflict or dispute arises. Tell us about a conflict you had with someone else at work.

(Candidate Answer may include: reflection, professionalism, understanding and acceptance, satisfactory resolve)

Time Management

5. The School of Developmental Education covers 6 campuses and has many activities underway. The Administrative Assistant would be required to support some/all of these activities. Can you tell us about a previous work experience where you had to simultaneously manage several tasks?

(Candidate Answer may include: process system, communication, prioritizing, time management skills, use of tools: Novell, task logs, checklists, resources)

<p>Feedback</p> <p>6. Sometimes we received feedback on our work that is less than pleasing. Tell us about a situation where someone provided some negative feedback to you.</p> <p><i>(Candidate Answer may include: reflection, acceptance, response to feedback, demonstrates professionalism.)</i></p>	
<p>Managing Change</p> <p>7. Sometimes people resist change. Describe a situation where you had to obtain buy-in for or acceptance of a new process.</p> <p><i>(Candidate Answer may include: influencing/ selling idea, understanding the needs, change management, communication, and use of other influencers.)</i></p>	

Task Management

8. Sometimes we are involved in projects that are complex or take an extended period of time to complete. Tell us about a complex/lengthy task you have been responsible for and how you managed it to a successful completion.

(Candidate Answer may include: use of system, prioritizing, time management tools, communication, delegation)

Communication

9. Effective communication sometimes requires effective listening skills. Can you tell us about a time when listening attentively helped you accomplish something?

(Candidate's answer may include: reflection, acknowledging, paraphrase probing, reiterating, action plan)

<p>Communication</p> <p>10. Sometimes we think that we have communicated clearly but, in fact, we have not. Please describe a situation where you thought that you had communicated an idea clearly but later discovered that the message was not clearly understood.</p> <p><i>(Candidate's answer may include: reflection, what you may have done differently, potential ability to resolve the unclear the communication problem.)</i></p>	
<p>Communication</p> <p>11. It is sometimes difficult to provide constructive feedback to your boss. Tell us about a time when you were required to do this?</p> <p><i>(Candidate's answer may include: reflection, candor, honesty, fully explain the reasoning, demonstrate to the boss the bigger picture, overall good for the college. Look to understanding the authority/ hierarchy and relationship. Speaks to outcome and what they learned)</i></p>	

Wrap up Questions/Discussion

12. Do you have any questions for us?

13. If you are the successful candidate, when are you available to start?

14. Form for reference checks