

Interview Questions By Skill

All Positions

- Give the candidate an overview of the job and what they'll be doing.
- Tell us about your work experience and how it applies to this position.
- What types of job responsibilities are most frustrating for you and why? What types are most rewarding and why?
- What pushes your buttons? What gets you frazzled?
- Tell me about a time when you had a conflict with a coworker. What was the situation and how did you resolve it?
- This position will deal with several different types and levels of individuals. What techniques do you use when managing and/or working with different types and levels of faculty, staff and managers?
- Describe the most successful project you worked on, why was it successful and what was your contribution? Now tell me about a time where a project didn't go to plan. What did you do to adjust and what did you learn from the experience?
- What specific steps did you take in your last job to improve your skills?
- Tell us about a time when you had to work with a difficult person. How did you manage the situation and what were the results? What would you do differently now?
- What would your current (last) supervisor tell me about you?
- What are your career goals?
- What skills and knowledge do you hope to continue and to gain from this position?
- Describe your typical day. Tell us what you think a typical day might be like here.
- What do you consider your most important professional accomplishment?

Communication

- What are some techniques you use to ensure effective communications with your co-workers? Supervisors?
- Tell us about a time when you had to explain a very complicated concept to someone who had very little technical knowledge about the subject.
- Tell me about an experience where you had to confront someone or give candid feedback? How did you do it? What did you say?
- Tell us about your experience communicating with outside stakeholders. Give specific examples of how you have communicated with stakeholders. What has worked well? What hasn't worked? What have you learned about communication from your experience?
- Tell us about a situation where you had to deal with someone who was very upset.
- Tell us about a time when you worked with a person who did things very differently from you. How did you get the job done?

Problem Solving/Decision Making

- Despite the best-laid plans, things sometimes don't work out like we think they're going to. Tell us about a time when a work situation went awry and what did you do to adjust?
- What ways have you worked with and through bureaucracy to accomplish what you needed to get done?
- What kind of latitude do you have for making decisions in your current (last) position?
- What kind of decisions do you make rapidly? What kind takes more time? Give us some examples.
- Describe a situation which you initially thought you could easily handle alone, and soon realized you were in over your head. What did you do?
- Give an example of a time when a solution to a problem was not straightforward. How did you approach the problem? How did you generate a solution?
- Give us an example of a time you had to use your analytic skills to solve a complex problem.
- Tell us about a time when you came up with an innovative solution to a challenge your organization was facing. What was the situation? What role did others play?

Project Management

- Tell us about your experience with project management. How do you track deadlines, manage people, and provide follow-up with people who might be behind on their part of the project?
- Describe a project where you worked with people in different areas (who did not report to you) to execute a plan. How did you build relationships and balance the different wants and needs of different groups?
- What experience do you have with project management – including overseeing budgets, managing expenses and keeping people on task?
- How do you measure and monitor the success of projects/programs you're running?
- Describe a project you had to start from scratch. What were your challenges and successes with the new program? What would you do differently now?

Customer Service

- This position requires providing support to faculty, staff and others who make random and diverse requests and they **will** interrupt your workflow. How would you describe your approach to providing good customer service in these circumstances?
- Building relationships is a key part of this position, both internally and externally. Please describe how you've done this in the past and how you handle relationships with people who can be demanding.
- Describe your "customer service" philosophy in a higher education setting. Can you give us an example of a situation that you provided an excellent customer service even under challenging circumstances.

Time Management

- Tell us about a time when you had competing priorities on a project or at work. How did you decide what to focus on? How did you communicate this to your coworkers or team?
- This position requires a great deal of initiative and independent work. Can you please tell us about your experience with working independently and how you stay motivated and on task when you aren't being closely supervised?
- This position will have to deal with conflicting deadlines, managing multiple tasks, managing schedules, and completing unexpected tasks, which at times can be frustrating and stressful. How will you handle this?
- In order to be successful in this position, you will need to be well organized and efficient. What experience do you have in managing multiple priorities with different urgencies and deadlines? (Follow up, if necessary: What techniques/methods do you use to stay organized?)
- How do you manage multiple projects and demands on your time? How do you organize yourself to make sure nothing falls through the cracks?

Leadership

- Tell us about a situation that demonstrates your ability to affect change.
- What has been the biggest challenge you have had to overcome in your career so far? How did you overcome this challenge?
- Tell me about a time when you experienced a loss for doing what was right.
- How would others describe your leadership style? Why do you feel this is accurate or inaccurate?
- Tell me about a time when you were strongly opposed to a decision by the organization leadership team and/or your supervisor. How did you handle this situation?

Community Engagement

- Tell me about your experience building relationships with community groups.
- How have you balanced and/or aligned when there are competing mission needs for resources?
- This position requires the ability to communicate – both verbally and in writing - with community members, clinicians and clinical staff and academic researchers. What techniques do you use when managing and/or working with different types and levels of faculty, staff and community members?
- Community engagement work involves a considerable amount of flexibility and being able to "go with the flow." Can you give me an example of a time a situation went awry and you had to adjust on the fly?

Attention to Detail

- This job requires tremendous attention to detail. Please describe a project from your past work experience that required you to be meticulous with your work.

Closing Questions

- What challenges do you see in this position that you may not have faced before?
- What else would you like us to know about you?
- What questions do you have for us?