Student Assistant Interview Guide

General Questions:

- 1. Upon reviewing the job description, what interests you most about this position?
- 2. What has been your biggest accomplishment to date?
- 3. How did you prepare for this interview?
- 4. What are your greatest strengths and what areas of opportunity?

Customer Service:

- 1. How would you define good costumer service?
- 2. Tell me about a time you had to deal with someone that was irate, how did you handle this situation.
- 3. Give an example of a time you went above and beyond, why did you do it?
- 4. This office at times is very busy with constant interruptions (for example, phones ringing, walkins, supervisory interruptions) How would you handle working in an office with these working conditions?

Here's a scenario: You were on the phone with someone, you put him or her on hold to look up the information, the other line rings and a student walks into the office looking for help. How would you handle the situation?

Communication:

- 1. Tell me about a time you had to adjust your communication style to accommodate the style of another?
- 2. Describe a time you had to present an idea to others; this may include students, co-workers, etc.
- 3. Describe a time you had to communicate difficult information to someone. What was the situation and how did you communicate what needed to be said?

Accountability/Initiative:

- 1. Give me an example of a time you took on more work than what was required of you to make an improvement.
- 2. Tell me about a time you were given a task to complete but you did not have the tools necessary to complete the task. What did you do?
- 3. Tell me about a time you exceeded your goals. What about a time when you missed your goal. What happened?
- 4. Tell me about a time you made a mistake on the job. How did you remedy it?

Teamwork/Leadership:

- 1. Did you ever have to rely on people to complete a project or solve a problem? What was the situation? How did it turn out?
- 2. Give me an example of a time when you had to work closely with people to accomplish a goal and you stepped up to lead. How did it go?
- 3. Describe a situation when you were part of a team that was not working well together. What did you do? What did you learn from it?
- 4. Do you feel you are a better individual contributor or a team player? Which do you prefer and why?

Technological Literacy:

- 1. Tell me about the technology you currently use and what you feel your proficiency level is.
- 2. What is your experience with Microsoft Word, Excel, and PowerPoint?