

University Of Alberta Interview Questions Assessment A

Job Title: Administrative Assistant (S1234567)

University of Alberta / Various

Candidate:

Date of Interview:

Attendees:

Welcome to candidate; panel introduction; confirm interview length; resume review confirming employment details and reason for leaving

Does this resume reflect all of your current and past employment relationships?

Area of Assessment: Work Experience
Interview Question(s):
1: Please outline your relevant work experience and how it has prepared you for this position.
What to look for
<input type="checkbox"/> Confirms possession of relevant work experience, abilities and knowledge <input type="checkbox"/> Demonstrates ability to translate learning from experience and how it will apply to this role <input type="checkbox"/> Shows understanding of role and issues that may arise <input type="checkbox"/> Demonstrates self-awareness and reflective learning
Probes:
Actions: How did you approach it? How did you do it? (Listen for specific action steps.) Thinking: Explain your thinking – why you selected that approach. Why did you choose to do that way? (Listen for rationale and consideration of alternatives.) Outcome: What was the result? What was the impact?
Overall Competency Rating: (1 to 5)

☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
No Evidence of desired characteristic	Limited evidence of characteristic could not provide specific example	Some evidence of characteristic; several examples; may not all be recent behavior	Strong evidence of characteristic; several examples; may not all be recent behavior	Very strong evidence of characteristic; several examples; may not all be recent behavior
Area of Assessment: Job Fit - Alignment of Candidate's Preferences				
Interview Question(s):				
<p>2: Thinking about your past experiences, and the role you are applying for, why does this type of work interest you?</p> <p>3: How did you prepare for this interview?</p> <p>4: What energizes you at work? What types of work do you most enjoy?</p>				
What to look for				
<input type="checkbox"/> Demonstrates he/she has researched the position, the department, and UofA <input type="checkbox"/> Demonstrates he/she has thoughtfully applied for the position and demonstrates a keen interest in the role <input type="checkbox"/> Demonstrates he/she has critically assessed personal candidacy and has effectively identified a good fit <input type="checkbox"/> Work environment and role is a good match for candidate's work preferences				
Probes:				
<p>Actions: How did you approach it? How did you do it? (Listen for specific action steps.)</p> <p>Thinking: Explain your thinking – why you selected that approach. Why did you choose to do that way? (Listen for rationale and consideration of alternatives.)</p> <p>Outcome: What was the result? What was the impact?</p>				
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Area of Assessment: Alignment With University Of Alberta's Mission				

Interview Question(s):				
5: What qualities do you possess that help support the best student experience at UofA? (alternatively, ask with respect to: UofA’s teaching and research mission, or internationalization)				
What to look for				
<input type="checkbox"/> Demonstrates an understanding of UofA's mission <input type="checkbox"/> Demonstrates how their role contributes to UofA’s Mission and Vision				
Probes:				
<p>Actions: How did you approach it? How did you do it? (Listen for specific action steps.)</p> <p>Thinking: Explain your thinking – why you selected that approach. Why did you choose to do that way? (Listen for rationale and consideration of alternatives.)</p> <p>Outcome: What was the result? What was the impact?</p>				
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Area of Assessment: Organizing/Planning/Prioritizing				
Interview Question(s):				
6: In a hectic interruptive environment what tools/strategies do you use to keep yourself organized?				
7: Describe your typical work day and how you prioritize your work.				
What to look for				
<input type="checkbox"/> Defines objectives and identifies strategies to meet customer and organizational requirements <input type="checkbox"/> Weighs the priority of things to be done and assesses urgency effectively; consults to clarify priorities <input type="checkbox"/> Offers/negotiates alternative realistic deadlines <input type="checkbox"/> Organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce work products that are accurate, thorough, and on time				

- Utilizes tools and criteria to make decisions on how to approach work
- Manages a large project by breaking it into smaller, manageable pieces and establishes targeted deadlines

Probes:

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Thinking: Explain your thinking – why you selected that approach. Why did you choose to do that way? (Listen for rationale and consideration of alternatives.)

Outcome: What was the result? What was the impact?

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Area of Assessment: Customer Service

Interview Question(s):

8: Whom do you consider to be your customer(s) or clients? What is the service you provide to these individuals/groups?

9: Describe a time when you exceeded a customer or your supervisor's expectations. What was the situation and what did you do?

What to look for

- Clearly understands who the customer is.
- Focuses on understanding, meeting, and exceeding customer expectations.
- Is accessible and provides prompt, attentive service.
- Anticipates customers' needs; proactive in approach
- Assumes responsibility for solving customer problems
- Follows up with customers and seeks out direct customer feedback
- Seeks continuous improvement (i.e. develops a strategy to address similar issues in the future)
- Demonstrates good interpersonal skills (i.e. courteous, patient and professional at all times) when dealing with customers
- Develops and sustains positive customer relationships based on trust and credibility.

- Demonstrates an ability to maintain professionalism; shows ability to be calm and patient
- Deals effectively with others in hostile or aggressive situations
- Shows the ability to be appropriately assertive

Probes:

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Area of Assessment: Communication Skills - Interpersonal/Team Communication

Interview Question(s):

10: Provide a recent example that best shows your ability to communicate effectively. What strategies did you use? What was the result?

11: What makes for effective interpersonal communication? Provide an example where you have practiced this.

What to look for

- Verbal:
 - Clearly expresses ideas in an objective manner
 - Able to express ideas clearly one-on-one, and in groups
 - Demonstrates sensitivity for others
 - Adapts communication style to suit the situation
 - Relays difficult or negative messages effectively
- Maintains confidentiality where required
- Listening:**
 - Encourages others to share ideas
 - Listens with openness to understand other points of view

- Seeks clarification
- Recognizes differences of opinion and brings them into the open for discussion
- Maintains professionalism, focuses on the issue or problem and not the person
- Demonstrates acceptance of, and interest in, differences
- Shows ability to find win/win solutions
- Works through interpersonal conflicts to ensure respectful working relations are achieved

Collaboration:

Probes:

Actions: How did you approach it? How did you do it? (Listen for specific action steps.)

Thinking: Explain your thinking – why you selected that approach. Why did you choose to do that way? (Listen for rationale and consideration of alternatives.)

Outcome: What was the result? What was the impact?

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Area of Assessment: Accuracy/Attention to Details/Persistence

Interview Question(s):

12: Would you describe yourself as one who prefers to operate at a more detailed level, or at a larger picture level? Please explain and cite examples to support your answer.

13: Describe a time when you had to do a job that was particularly uninteresting. What was the job? How did you keep yourself focused and motivated to complete the task?

14: Do you have any questions for us?

What to look for

- Thoroughness in accomplishing a task through attention to all the areas involved, no matter how small
- Excellent attention to detail
- Thrives in a hectic environment; is not flustered with interruptions

- Demonstrates ability to be forward thinking, anticipates possible errors and takes preventative measures
- Monitors and checks work or information and plans and organizes time and resources efficiently
- Understands the consequence of errors and, when they occur, takes initiative to recognize and address the error
- Follows up to ensure error will not happen again
- Commits to continuous improvement

Probes:

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