Interview Tool

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?

<table>
<thead>
<tr>
<th>Area of Assessment: Work Experience</th>
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<tbody>
<tr>
<td><strong>Interview Question(s):</strong></td>
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<tr>
<td>1: Please outline your relevant work experience and how it has prepared you for this position.</td>
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<table>
<thead>
<tr>
<th>What to look for</th>
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<tr>
<td>❑ Confirms possession of relevant work experience, abilities and knowledge</td>
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<tr>
<td>❑ Demonstrates ability to translate learning from experience and how it will apply to this role</td>
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<td>❑ Shows understanding of role and issues that may arise</td>
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<td>❑ Demonstrates self-awareness and reflective learning</td>
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<td><strong>Outcome</strong>: What was the result? What was the impact?</td>
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Overall Competency Rating: (1 to 5)
### Area of Assessment: Job Fit - Alignment of Candidate's Preferences

**Interview Question(s):**

2: Thinking about your past experiences, and the role you are applying for, why does this type of work interest you?

3: How did you prepare for this interview?

4: What energizes you at work? What types of work do you most enjoy?

**What to look for**

- Demonstrates he/she has researched the position, the department, and UofA
- Demonstrates he/she has thoughtfully applied for the position and demonstrates a keen interest in the role
- Demonstrates he/she has critically assessed personal candidacy and has effectively identified a good fit
- Work environment and role is a good match for candidate's work preferences

**Probes:**

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

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### Area of Assessment: Alignment With University Of Alberta's Mission

Should you have any questions, please contact 780-492-6109, Room 2-60 University Terrace, Edmonton, T6G 1K4
### 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

- Demonstrates an understanding of UofA’s mission
- Demonstrates how their role contributes to UofA’s Mission and Vision

#### Probes:

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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

- Defines objectives and identifies strategies to meet customer and organizational requirements
- Weighs the priority of things to be done and assesses urgency effectively; consults to clarify priorities
- Offers/negotiates alternative realistic deadlines
- 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

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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.
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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

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Interview Tool

❑ 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

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**Area of Assessment: Accuracy/Attention to Details/Persistance**

**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

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- 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

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