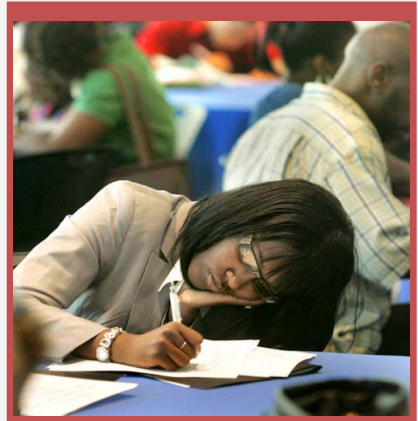


Job Interview Guide

Administrative Assistant



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**Interview Guide for
Administrative Assistant**

Department:		Reference Code:	
Candidate Name:			
Date of Interview:		Company job level & family:	
Interviewer(s):			

IG level & family:	Level 1: Administrative support - Administration
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Job Description or Overview:
<i>Supports the business objectives for a work unit, including: typing, data entry and transcription of documents and data; coordinates /arranges schedules and events; composes routine correspondence; answers inquires and provides information to internal and external contacts / customers; drafts financial, statistical, narrative and/or other reports, as requested; interprets policies and procedures as established by management / technical staff; conducts routine research to assist professional staff; may supervise other administrative staff.</i>

Step 1: Preparation (Prior to the Interview)

- Review the job description and other information relevant to the position.
- Review the candidate's application / resume.
- If a team interview, determine interviewing roles (who to open/close?).
- Generate (or obtain) the job-specific Interview Guide using Interview Generator and write technical questions, as needed.

Step 2: Rapport Building Questions

(2-3 minutes; total time 2-3 min.)

- Thank the candidate for coming and for their interest in the position.
- Introduce yourself (and other interviewers, if a team interview).
- Ask an ice-breaker question, i.e., directions, weather, news event, etc.

Step 3: Introduction and Process

(2-3 minutes; total time 4-6 min.)

- Position being interviewed for is *Administrative Asst*
- Describe the process

Our conversation today will last about 50–60 min. The last 5 minutes or so will be for your questions about the role or our organization. The bulk of time will focus on you and your past experiences. I/we will be asking some “Behavioral” questions that involve you giving examples of what you have done in the past. In your examples please be specific; describe the situation that lead up to your actions, what you did (your Behavior), and what happened as a result.

Take your time -- there are no right or wrong answers.

- I/we will take notes during the interview (kept strictly confidential).
- Do you have any questions concerning the interview process before we begin?

Step 4: Probing / Follow-up Questions

(3-10 minutes; total time 7-16 min.)

Responses to Behavioral questions should include a clear description of the situation leading up to what the person did, the action s/he took, and the result achieved.

- 1. If the situation is unclear or missing, you can ask:*
 - What led you to?*
 - What was the situation previously?*
 - Why did you do that?*
- 2. If the action is unclear or missing, ask these kinds of questions:*
 - Tell me what YOU actually did ...*
 - Give me more detail about what you did (your contribution) ...*
 - Walk me through the steps ... what did you actually do?*
- 3. If the result is unclear or missing, ask these kinds of questions:*
 - What eventually happened?*
 - What was the outcome*
 - What was the financial impact of ...?*

Step 5: Background / General

(5-6 minutes; total time 12-22 min.)

Note to interviewer: You do not need to ask all of these questions.

Interview Question:	What interested you about this position at this company?
Notes:	

Interview Question:	What do you already know about this company and this particular role?
Notes:	

Interview Question:	What do you think you can bring to this position from past experiences?
Notes:	

Interview Question:	As you understand the position, what strengths would you bring to this job?
Notes:	

Interview Question:	We all need to develop. What area do you need development in for this job?
Notes:	

Interview Question:	What aspects of your current position do you enjoy most? Least?
Notes:	

Interview Question:	What is your most significant recent achievement?
Notes:	

Step 6: Technical Skills and Knowledge

(3-10 minutes; total time 15-32 min.)

Note to interviewer: Insert any technical questions that are specific to this role.

Target Behavior:	Community college graduation (or equivalent) in appropriate field. University coursework in business administration is desirable.
Interview Question:	<i>Describe the highest level of education you have attained and the subjects studied.</i>
Notes:	

Target Behavior:	Minimum of three (3) years of clerical experience, one (1) of which must have included supervision, organization, coordination, and performance of duties at a responsible level.
Interview Question:	<i>Describe your work experience, highlighting opportunities you had to supervise others.</i>
Notes:	

Target Behavior:	Other (Interviewer to supply)
Interview Question:	
Notes:	

Step 7: Competencies/Behavioral Questions

(approx 30 min; total time 45-62 min.)

Note to interviewer: This time includes Step 7: Probing/Follow-up questions below.

Competency:	<i>Ability To Take Initiative/Responsibility</i>
Target Behavior:	Keeps work commitments; works within time and budget constraints, takes pride in work.
Interview Question:	<i>Describe a particular work commitment you met, even though it may have been difficult to do so.</i>
Notes:	

Target Behavior:	Accepts responsibility for mistakes; is honest and truthful.
Interview Question:	<i>Tell me about a time when you made a mistake on the job. What did you do about it and who did you tell, if anyone?</i>
Notes:	
Target Behavior:	Able to effectively manage time to achieve demanding deadlines.
Interview Question:	<i>Describe a project you were responsible for that had a really tight deadline. How did you do in meeting that deadline?</i>
Notes:	

Competency:	<i>Anticipation/Proactive Thinking Skills</i>
Target Behavior:	<i>Seeks work-related opportunities that test and build adaptability.</i>
Interview Question:	<i>Tell me about a time when you did something new that you had never done before. Why did you do this?</i>
Notes:	
Target Behavior:	Approaches work with energy and enthusiasm; refrains from saying "it can't be done" and focuses on how to make it happen
Interview Question:	<i>Describe a time when others said that something couldn't be done, but you found a way to do it anyway.</i>
Notes:	
Target Behavior:	Demonstrates flexibility when presented with change (internally and externally-imposed); isn't thrown off easily.
Interview Question:	<i>Describe a time when you had to adjust a schedule you had put together in order to respond to some kind of change.</i>

Notes:	
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Competency:	<i>Attention To Detail</i>
Target Behavior:	Is fanatical about quality; holds him/herself to a high standard of accuracy and precision; takes care to completely finish a project.
Interview Question:	<i>Tell me about a project or assignment that was difficult to complete... what did you do?</i>
Notes:	
Target Behavior:	Doesn't tire of a methodical approach; understands the value of attention to detail in his/her own work and takes pride in his/her precision and quality record.
Interview Question:	<i>Tell me about an assignment you had where you had to be extremely precise and meticulous. What was involved?</i>
Notes:	
Target Behavior:	Doesn't rush to closure too soon at the expense of accuracy; is tolerant and patient enough to get the detail right.
Interview Question:	<i>Describe a time when you took extra time to make sure your work product was complete and error-free. Is this typical for you?</i>
Notes:	

Competency:	<i>Communication Skills</i>
Target Behavior:	Demonstrates ability to adjust communication style to ensure effective interaction with a variety of customers.
Interview Question:	<i>Give me a couple of examples showing how you adjust your communication style, depending on who your customer is at the time.</i>

Notes:	
Target Behavior:	Organizes, simplifies, and explains complex information effectively.
Interview Question:	<i>Give me an example of a time when you explained a complex issue to someone who knew little about it.</i>
Notes:	
Target Behavior:	Breaks down complicated communications so that others can follow and fully understand the information.
Interview Question:	<i>Tell me about a time when you had to organize or simplify information in order to explain it to someone.</i>
Notes:	

Competency:	<i>Dependability</i>
Target Behavior:	Demonstrates a positive attitude and high levels of energy; perseveres during difficult and stressful times.
Interview Question:	<i>Describe a time when you helped out on a project that required a great deal of energy and commitment over a long period of time.</i>
Notes:	
Target Behavior:	Has maintained a good to excellent attendance record; keeps communication channels with supervisors open and positive.
Interview Question:	<i>If I called your last supervisor right now, how would he/she describe your attendance and punctuality?</i>
Notes:	

Target Behavior:	Has a strong work ethic; sees attendance and punctuality as serious commitments that have an impact on morale and the bottom-line.
Interview Question:	<i>Tell me about a co-worker or supervisor you had in the past that was consistently late, or did not show up for work . . . how did that make you and the rest of the team feel?</i>
Notes:	

Competency:	<i>Interpersonal Skills</i>
Target Behavior:	Relates well to all kinds of people (up, down, sideways), inside and outside the organization; builds rapport appropriately.
Interview Question:	<i>Tell me about a time when you built strong relationships where none had existed before.</i>
Notes:	
Target Behavior:	Spends time and effort on initiating new relationships.
Interview Question:	<i>Describe a time when you invested time in building a new relationship. What was the value?</i>
Notes:	
Target Behavior:	Gets along with others well, without letting resentment build up due to miscommunications or indifferent treatment.
Interview Question:	<i>Give me an example to show how you got along with others at your last job. Tell me about someone who had a reputation for being difficult, or tough. How did you get along with him/her?</i>
Notes:	

Competency:	Teamwork Orientation
Target Behavior:	Enjoys a collaborative environment; sees value in teamwork; likes being part of a group.
Interview Question:	<i>If you were given a choice, would you prefer working alone or on a team? Why?</i>
Notes:	
Target Behavior:	Supports team efforts; helps develop a shared purpose or a common goal; is interested in other points of view.
Interview Question:	<i>Describe a time when you were part of a team that worked well together.</i>
Notes:	
Target Behavior:	Actively looks for ways he or she can make a contribution to the team.
Interview Question:	<i>Tell me about a time when your role on a team was unclear to you. What did you do?</i>
Notes:	

Step 8: Candidate Questions

(5 minutes; total time 50-67 min.)

Note to interviewer: Candidate questions about the role / organization

Step 9: Closing Questions

Interview Question:	If you are the successful candidate, what do you hope to gain from this opportunity, and how would this position fit in your career plan?
Notes:	

Interview Question:	Is there anything that you would like to add at this time that we haven't talked about already?
Notes:	

Interview Question:	What questions do you have of me?
Notes:	

Explain next steps and time-lines in selection process and thank the candidate for coming in to interview.

For external candidates only - If appropriate, ask the candidate if s/he has specific salary expectations for this role.

Interview Question:	HR may be contacting you to conduct a reference, education, and work experience check. What is the best way to contact you?
Notes:	

Step 10: Candidate Assessment

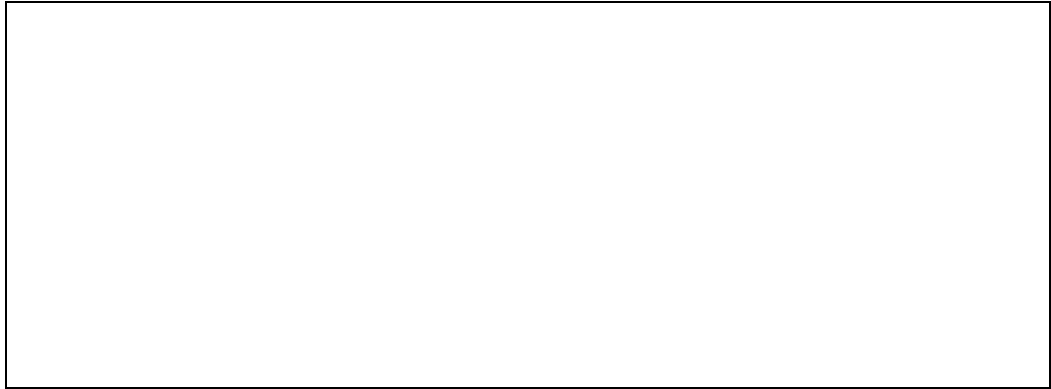
Occurs only after the candidate has left.

CRITERIA WEIGHTING	CANDIDATE ASSESSMENT
5 = Vital	5 = Exceeds
4 = Very Important	4 = Meets
3 = Important	3 = Meets with exception
2 = An Asset	2 = Potential to meet
	1 = Not met

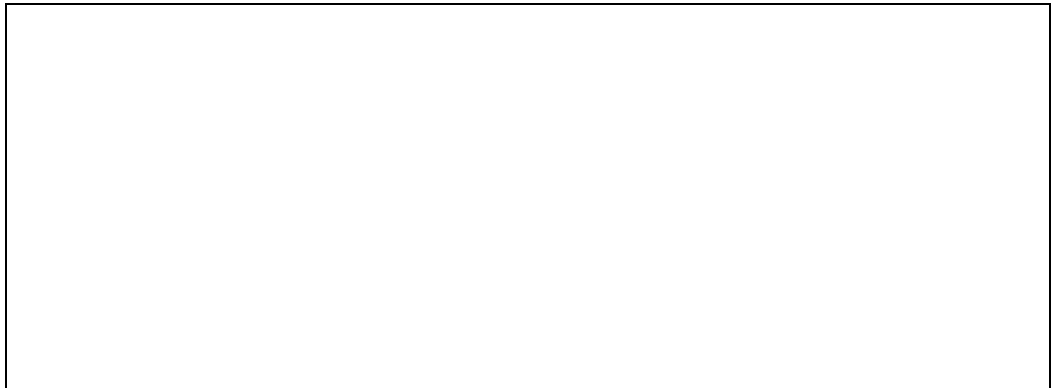
Job Criteria	Criteria Weighting	Candidate Assessment	Total Score
<i>Technical skills</i>			
<i>Ability To Take Initiative/Responsibility</i>			
<i>Anticipation/Proactive Thinking Skills</i>			
<i>Attention To Detail</i>			
<i>Communication Skills</i>			
<i>Dependability</i>			
<i>Interpersonal Skills</i>			
<i>Teamwork Orientation</i>			
Other:			
FINAL SCORE:			

SUMMARY

Strengths

A large, empty rectangular box with a black border, intended for writing the strengths of the subject.

Concerns

A large, empty rectangular box with a black border, intended for writing the concerns of the subject.

Conclusion

A large, empty rectangular box with a black border, intended for writing the conclusion of the summary.

