

General Interview Questions

1. General knowledge: “Describe what you think this type of job entails and what you might like and dislike about the work.”
2. Customer service attitude: “Consider the following scenario: An obviously annoyed customer is frustrated and unhappy with product or service. How would you respond?”
3. Conflict management: “Describe a conflict you’ve had with other staff members and how you resolved it.”
4. Motivation: “Tell me about a time when you saw room for improvement in some area of your work environment or a process that could be more efficient. What did you do to change the status quo?”
5. Priority management: “Describe an occasion when you had two bosses ask you to do conflicting tasks. How did you handle this dilemma?”
6. Work ethic: “Describe a time when your supervisor or a co-worker asked you to help out and doing so required extra work outside your established responsibilities or staying later than you anticipated. What did you do, and how did you feel?”
7. Problem-solving strategies: “Tell me about a time when your job required you to perform a task that you didn’t know how to do. How did you respond?”
8. Response to office politics and gossip: “While at work, a co-worker complains to you about an employees and some of the office policies and procedures, concluding with ‘Don’t you think so too?’ How would you respond?”
9. Computer competence: “We have a program called Access for data management. Tell me about your experience with programs like it.” Also Word, Excel PowerPoint
10. Questions for an administrative staff candidate: “Tell me about your experience handling billing and payroll.

- Are you comfortable using a phone with multiple lines and handling a high volume of telephone calls? -
- How do you about feel working in a team environment?
- What is your greatest strength and how will it help your performance in this position?
- What is your greatest weakness?
- How do you handle stress and pressure?
- What do you expect from a supervisor?