

Interview Questions - Staff



Interview questions are developed based on the essential job functions and required knowledge, skills and abilities which align with the performance factors. Performance evaluations are based on these factors:

Job Performance	Integrity	Communication	Reliability
Customer Service	Cooperation/Teamwork	Initiative	Adaptability
Leadership	Workforce & Resource Planning	Decision Making	

Behavioral Interview Questions

Behavioral interview questions are the most effective. These questions are designed to provide the search committee with specific examples of the candidate's skills, experiences and competencies.

Communication	How would you describe your communication style? What methods are most effective? How have you learned to adapt your communication style to work well with different personalities?
Customer Service	What does being customer service-oriented mean to you? Provide examples of when you demonstrated this in your current and previous roles. How have you built trust and rapport with colleagues you've worked with? How would you apply that to this position?
Influence	Give an example of how you have been successful at empowering either a person or a group of people into accomplishing a task.
Initiative	Describe a time when you went above and beyond to accomplish a task. Tell us about a time when your initiative caused a change to occur.
Interest in the Position	Tell us what you know about SFASU. What interested you in this role? What do you see as your strengths and weaknesses as related to this position?
Leadership	In your experience, what motivates employees? What kinds of things can a supervisor do to create a positive work environment? What experience do you have in coaching and developing people? Give an example of success in this area.
Organization	How do you organize your workload when you have multiple tasks? Tell us about a time you were in a situation where deadlines and priorities changed frequently and quickly. How did you handle it? What was your approach? What would your current/past employer tell us about your ability to organize your work?

Problem Solving	Describe a work situation when you adapted a concept, design, process, or system to meet a need.
	Describe the most complex problem you had to solve in your last/current position.
Teamwork	How do you involve your manager and/or colleagues when you make a decision? Provide an example.
	In your opinion, what makes a successful team? In your current positions, how much of your work was accomplished alone and how much as part of a team effort?

Level of Knowledge Questions

Level of Knowledge (specific experience) questions inform the search committee of a candidate's knowledge of the essential job functions, required knowledge, and technical skills. These types of questions allow the search committee to learn about and understand the candidate's technical knowledge related to the position.

In order to determine what type of questions to ask, refer to the job posting. Review the "Essential Job Functions" along with the "Required Experience and Training" and any "Specific Job Requirements/Duties for this Posting" as they may outline technical abilities needed to perform the job. Below are some examples and this is not an inclusive list.

Accounting or Finance

Describe your experience with budgeting, bookkeeping, financial processes or analysis, general ledger, reconciliations, year-end close and audits.

Administrative

Describe your experience with event planning, maintaining records, computer and paper files, date entry, office supplies, supervising student workers and your knowledge of MicroSoft Office.

Custodial Worker

Please describe the proper care and maintenance of vacuum cleaner, buffer, dust mops, wet mops, and your knowledge, experience with cleaning supplies and chemicals.

Facilities

Describe your experience with construction, electrical work, HVAC, grounds work, lawn maintenance, painting, plumbing, roofing, and safety adherence.

Financial Aid

Financial Aid regulations are constantly changing. How do you keep well-informed of changes? Tell us about your professional development and what you've recently learned. What does confidentiality mean to you?.

IT position

Describe any experience you have had with data analysis/data mining software, 3D printers, Windows and Apple OS support, servers, AD, MS Exchange, computer software and hardware, desktop support, LAN/WAN systems, bridges, wireless, routing protocols, network design and management.