

## **INTERVIEW QUESTION FORM**

<b>FOR INTERVIEWER USE ONLY:</b>		
Candidate Name:	Candidate Last 4 Digits SSN:	Date:
<b>Interviewer A (Lead Interviewer)</b>	<b>Interviewer B</b>	<b>Interviewer C (If applicable)</b>
Name (please print legible)	Name (please print legibly)	Name (please print legibly):

**Instructions:**

- ✓ Greet the candidate
- ✓ Read the script
- ✓ Proceed to ask each question and take note on the answers provided

**INTRODUCTION SCRIPT**

*“The purpose of this interview is to learn more about you and your knowledge, skills and abilities as they relate to the Project Coordinator position. This interview will take approximately 45 minutes to an hour and consists of questions related to the knowledge, skills and abilities and competencies that are needed for successful performance in the Project Coordinator position. This interview will not be used as pass/fail, but rather the information collected will be used as additional information for making the selection decision. The examples you provide can be based on any of your relevant experience. Please try to provide as much detail as possible in your responses to each question. During the interview we will be taking notes. This practice helps ensure that we are able to accurately evaluate your responses at the conclusion of the interview. Please do not be distracted by the note taking. Some of the questions are a bit long, so please ask if you would like us to repeat the question for you. Feel free to pause before answering a question in order to collect your thoughts. If you would prefer to skip a question and return to it at the end of the interview, that is allowed. Please keep in mind that the interview questions are considered sensitive testing material and you are not allowed to share the questions with anyone, either verbally or in writing. Do you have any questions before we begin?”*

**Flexibility: Is open to change and new information; rapidly adapts to new information, changing conditions or unexpected obstacles.**

*Tell us about a time at work or school when you were in the midst of an assignment, and you were asked to stop and help out with another project. What was the situation? What actions did you take? What did you do?*

Possible probes:

- How did you handle it?
- What challenges did you face and how did you overcome them?
- What was the final outcome for both assignments?

**Notes**

**Situation:**

**Action:**

**Outcome:**

**Additional Notes:**

### Competency Rating

Circle the rating that best reflects the candidate's level of competence on the Teamwork competency. Make your rating independently and do not discuss it with the candidate or the other interviewers until the consensus discussion.

<b>Flexibility: Is open to change and new information; rapidly adapts to new information, changing conditions or unexpected obstacles.</b>	
5	<b>Exemplary:</b> Participates actively as team member on small work activities, encouraging pride, trust, and group identity; demonstrates team spirit; listens to all team members and attempts to use all ideas and suggestions; works cooperatively with others to achieve team goals despite personal differences; openly shares information and ideas with the team; puts team goals ahead of individual/personal goals and assumes additional tasks/roles when requested to achieve team success.
4	<i>Use this rating if response does not meet Exemplary but is more than Satisfactory.</i>
3	<b>Satisfactory:</b> As a team member, exhibits cooperation and trust; listens to team members and is open to following their ideas and suggestions; maintains a cooperative attitude with others even though their ideas may be different; shares ideas and information with the team as required; focuses on team goals and is willing to make changes in approach to achieve team objectives.
2	<i>Use this rating if response does not meet Satisfactory but is more than Unsatisfactory.</i>
1	<b>Unsatisfactory:</b> Serves as member of a team but is more interested in achieving personal goals than cooperating with or listening to the ideas of others; keeps ideas and information protected; ignores team objectives in favor of his/her own; unwilling to take on additional tasks/roles. Did not address competency during interview process.

**Creativity and Innovation: Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.**

*Tell us about a time at work or at school when you were asked to think ‘outside the box’ to identify solutions for a situation or problem. What was the situation/problem? What actions did you take? What was the outcome?*

Possible probes:

- Describe the process and used to identify alternative solutions.
- What options did you identify that resulted in specific actions being taken?

**Notes**

**Situation:**

**Action:**

**Outcome:**

**Additional Notes:**

## Competency Rating

Circle the rating that best reflects the candidate's level of competence on the Attention to Detail competency. Make your rating independently and do not discuss it with the candidate or the other interviewers until the consensus discussion.

<b>Creativity and Innovation: Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.</b>	
<b>5</b>	<b>Exemplary:</b> Is thorough when performing routine assignments; notices details and pays attention to instructions, procedures, processes and objectives; easily takes in and recalls visual and auditory information about individuals and/or the environment; double checks calculations and observations.
<b>4</b>	<i>Use this rating if response does not meet Exemplary but is more than Satisfactory.</i>
<b>3</b>	<b>Satisfactory:</b> Is careful when performing basic assignments; follows instructions, procedures, processes and objectives; notices and recalls visual and auditory information about individuals and/or the environment; maintains concentration and focus to ensure intricate details are not missed.
<b>2</b>	<i>Use this rating if response does not meet Satisfactory but is more than Unsatisfactory.</i>
<b>1</b>	<b>Unsatisfactory:</b> Fails to notice details and does not always pay attention to instructions, procedures, processes and objectives; is unable to accurately take in and recall visual and auditory information about individuals and/or the environment; does not double check calculations and observations; did not address competency during interview process. Is unable to provide example that indicates he/she possesses Attention to Detail competency.

**Accountability:** Holds self and others accountable for measurable high-quality, timely and cost-effective results; determines objectives, set priorities and delegates work; accepts responsibility for mistakes; complies with established control systems and rules.

*Describe a time at work or at school when you were relied on to complete a task/assignment within set time frames. What was the situation? What actions did you take? What was the outcome?*

Possible probes:

- What steps did you take to ensure the completion of the tasks/assignment?
- What challenges did you faced?
- How did you overcome the challenges?

**Notes**

**Situation:**

**Action:**

**Outcome:**

**Additional Notes:**

## Competency Rating

Circle the rating that best reflects the candidate's level of competence on the Flexibility competency. Make your rating independently and do not discuss it with the candidate or the other interviewers until the consensus discussion.

<b>Accountability: Holds self and others accountable for measurable high-quality, timely and cost-effective results; determines objectives, set priorities and delegates work; accepts responsibility for mistakes; complies with established control systems and rules.</b>	
<b>5</b>	<b>Exemplary:</b> Easily adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives; is able to accomplish all responsibilities despite unexpected change and obstacles.
<b>4</b>	<i>Use this rating if response does not meet Exemplary but is more than Satisfactory.</i>
<b>3</b>	<b>Satisfactory:</b> Adapts behavior or work methods in response to new information, changing conditions or unexpected obstacle; demonstrates an openness and receptivity to new ideas and approaches; is able to accomplish most of his/her responsibilities despite changing conditions.
<b>2</b>	<i>Use this rating if response does not meet Satisfactory but is more than Unsatisfactory.</i>
<b>1</b>	<b>Unsatisfactory:</b> Is unable to adapt behavior or work methods in response to changing conditions, new information and/or unexpected obstacles; is not open to suggestions, experimentation, and new ways of doing things; is unable to accomplish many responsibilities as result of changing conditions; cannot adjust to new tasks or assignments, regardless of operational needs. Does not address competency during interview process.

**Resilience: Deals effectively with pressure; remains optimistic and persistent, even under adversity; recovers quickly from setbacks.**

*Please give us an example of a time at school or at work when the content, scope and /or due date of an assignment you were working on was changed. What was the situation? What actions did you take? What was the outcome?*

Possible probes:

- How did you deal with the change?
- How did you address setbacks you encountered?

**Notes**

**Situation:**

**Action:**

**Outcome:**

**Additional Notes:**

## Competency Rating

Circle the rating that best reflects the candidate's level of competence on the Creativity and Innovation competency. Make your rating independently and do not discuss it with the candidate or the other interviewers until the consensus discussion.

<b>Resilience: Deals effectively with pressure; remains optimistic and persistent, even under adversity; recovers quickly form setbacks.</b>	
<b>5</b>	<b>Exemplary:</b> Develops new, innovative ways to approach routine problems and assignments. Adjusts or recommends changes to standard, established procedures to fit non-standard circumstances. Suggests and implements changes to the scope or content of assignments to yield more meaningful or productive results. Identifies creative ways to implement proposed or existing policies or procedures to improve consistency and quality.
<b>4</b>	<i>Use this rating if response does not meet Exemplary but is more than Satisfactory.</i>
<b>3</b>	<b>Satisfactory:</b> Suggests changes to standard approaches used to address routine problems and assignments. Identifies potential problems or points of confusion with standard, established procedures and recommends changes to improve quality. Reviews and comments on proposed new policies and procedures, providing ideas which might improve consistency and productivity.
<b>2</b>	<i>Use this rating if response does not meet Satisfactory but is more than Unsatisfactory.</i>
<b>1</b>	<b>Unsatisfactory:</b> Although he/she may recognize problems with implementation of existing policies and procedures, focus is exclusively on getting the work done as currently defined. Does not suggest changes to current approach or operations in spite of possible inconsistencies or negative impact on productivity. He/she reviews proposed policies and procedures, but does not offer any ideas which might improve quality, consistency or productivity. Is unable to provide an example which reflects possession of Creativity and Innovation competency.

**Planning and Evaluating – Determines objectives and strategies in order to meet goals; organizes work, set priorities, and determines resource requirements; anticipates opportunities and assesses potential threats to project/program completion; monitors and evaluates the progress and outcomes of projects/programs.**

*Describe a time at work or in everyday life when you had to plan an event that involved multiple persons or organizations. What was the situation? What actions did you take? What was the outcome?*

Possible probes:

- Why did you decide to plan the event in the way you?
- How did you monitor the event to ensure its progress and results?

**Notes**

**Situation:**

**Action:**

**Outcome:**

**Additional Notes:**

## Competency Rating

Circle the rating that best reflects the candidate's level of competence on the Multitasking competency. Make your rating independently and do not discuss it with the candidate or the other interviewers until the consensus discussion.

<b>Planning and Evaluating – Determines objectives and strategies in order to meet goals; organizes work, set priorities, and determines resource requirements; anticipates opportunities and assesses potential threats to project/program completion; monitors and evaluates the progress and outcomes of projects/programs.</b>	
<b>5</b>	<b>Exemplary:</b> Easily demonstrates the ability to work effectively on multiple school projects or work assignments at the same time. Plans schedule to ensure timely completion of all projects and completes work on time. Demonstrates he/she can prioritize school or work assignments to fit available time and distinguish between urgent and less important tasks. Successfully adjusts to changing priorities and changes in schedule.
<b>4</b>	<i>Use this rating if response does not meet Exemplary but is more than Satisfactory.</i>
<b>3</b>	<b>Satisfactory:</b> Demonstrates the ability to work on multiple school/work projects or assignments but generally focuses on and completes one project/assignment at a time. Completes most projects on time when responsible for multiple commitments. Manages time and schedule in response to conflicting priorities. Prioritizes work or school assignments, but shifting priorities and schedules may cause delays in completion dates.
<b>2</b>	<i>Use this rating if response does not meet Satisfactory but is more than Unsatisfactory.</i>
<b>1</b>	<b>Unsatisfactory:</b> Unable to effectively focus on or complete multiple assignments/projects at the same time. Fails to balance conflicting priorities. Focuses on one task at a time to the detriment of others and does not prioritize work or differentiate critical tasks from non-essential activities. Does not manage time or schedule. Scheduling conflicts have a negative impact on his/her ability to complete assignments within specified time frames. Is unable to provide an example which reflects possessions of Multitasking competency.

**Partnering – Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.**

*Describe a time at school or work when you needed to build alliances to achieve your objectives. What was the situation? What actions did you take? What was the outcome?*

Possible probes:

- What specific steps did you take to identify and establish alliances with key individuals?
- What was the outcome?

**Notes**

**Situation:**

**Action:**

**Outcome:**

**Additional Notes:**

## Competency Rating

Circle the rating that best reflects the candidate's level of competence on the Resilience competency. Make your rating independently and do not discuss it with the candidate or the other interviewers until the consensus discussion.

<b>Partnering – Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.</b>	
<b>5</b>	<b>Exemplary:</b> Through experience at work, school or in private life, demonstrates the ability to maintain a positive attitude and take action when faced with unforeseen circumstances. He/she is recognized for or demonstrates the ability to quickly recover from setbacks. He/she treats change as an opportunity for improvement and is able to accomplish all assigned tasks in spite of unexpected events or obstacles. He/she easily adapts behavior and work methods in response to changing conditions, priorities, time pressures and obstacles.
<b>4</b>	<i>Use this rating if response does not meet Exemplary but is more than Satisfactory.</i>
<b>3</b>	<b>Satisfactory:</b> Through experience at work, school or in private life, demonstrates the ability to maintain composure when faced with changing expectations, requirements or time frames. Is receptive to new initiatives and approaches and is able to complete most assigned tasks when faced with unexpected events, conditions and obstacles. Demonstrates the ability to recover from setbacks, with support and encouragement from others. Can rapidly adapt behavior and work methods in response to changing conditions or obstacles.
<b>2</b>	<i>Use this rating if response does not meet Satisfactory but is more than Unsatisfactory.</i>
<b>1</b>	<b>Unsatisfactory:</b> Performs poorly under stressful conditions; fails to identify satisfactory alternatives when faced with unexpected changes, obstacles or criticism; is unable to adapt to unexpected events and assignments and projects are delayed or not completed satisfactorily. Is unable to provide an example which reflects possession of Resilience competency.

**Multitasking: Manages a high volume of work by balancing competing deadlines and priorities effectively amongst a variety of diverse tasks.**

*Tell us about a time at work when you found yourself trying to do too many different things simultaneously. What were the circumstances? How did you handle the situation? What was the result?*

Possible probes:

- What were some decisions you faced when deciding how allocate your time?
- What process did you use to distinguish urgent from less urgent matters?
- Did the multiple demands on your time and attention cause you to ignore or delay some matters?
- Did you have to change your schedules or priorities based on events? If you did, please describe what actions you took to accommodate the changing circumstances.
- What was the final outcome?

**Notes**

**Situation:**

**Action:**

**Outcome:**

**Additional Notes:**

**Competency Rating**

Circle the rating that best reflects the candidate's level of competence on the Resilience competency. Make your rating independently and do not discuss it with the candidate or the other interviewers until the consensus discussion.

<b>Multitasking: Manages a high volume of work by balancing competing deadlines and priorities effectively amongst a variety of diverse tasks.</b>	
<b>5</b>	<b>Exemplary:</b> Through experience at work, school or in private life, demonstrates the ability to maintain a positive attitude and take action when faced with unforeseen circumstances. He/she is recognized for or demonstrates the ability to quickly recover from setbacks. He/she treats change as an opportunity for improvement and is able to accomplish all assigned tasks in spite of unexpected events or obstacles. He/she easily adapts behavior and work methods in response to changing conditions, priorities, time pressures and obstacles.
<b>4</b>	<i>Use this rating if response does not meet Exemplary but is more than Satisfactory.</i>
<b>3</b>	<b>Satisfactory:</b> Through experience at work, school or in private life, demonstrates the ability to maintain composure when faced with changing expectations, requirements or time frames. Is receptive to new initiatives and approaches and is able to complete most assigned tasks when faced with unexpected events, conditions and obstacles. Demonstrates the ability to recover from setbacks, with support and encouragement from others. Can rapidly adapt behavior and work methods in response to changing conditions or obstacles.
<b>2</b>	<i>Use this rating if response does not meet Satisfactory but is more than Unsatisfactory.</i>
<b>1</b>	<b>Unsatisfactory:</b> Performs poorly under stressful conditions; fails to identify satisfactory alternatives when faced with unexpected changes, obstacles or criticism; is unable to adapt to unexpected events and assignments and projects are delayed or not completed satisfactorily. Is unable to provide an example which reflects possession of Resilience competency.

Although there were no questions specifically geared for "Oral Communication" please evaluate the candidates oral communication skills throughout the interview. Document anything relevant to the candidate's oral communication skills below.

**Oral Communication: Makes clear and convincing oral presentations; listens effectively; clarifies information as needed.**

**NOTES: Oral Communication**

## STRUCTURED INTERVIEW DECISION SHEET FOR THE ADMINSTRATIVE ASSISTANT POSITION

FOR INTERVIEWER USE ONLY:		
Candidate Name:	Candidate Last 4 Digits SSN:	Date:
Interviewer A	Interviewer B	Interviewer C (If applicable)
Name (please print legibly):	Name (please print legibly):	Name (please print legibly):

The Lead Interviewer must record all interviewer ratings on the table provided below. Then, the interviewers must discuss their individual ratings and come to a consensus rating for each competency. After finalizing the scores, all interviewers must sign the bottom of this form.

Competencies (circle which question option was asked)	Interviewer A	Interviewer B	Interviewer C (If applicable)	Consensus Rating
<b><i>Flexibility</i></b>				
<b><i>Creativity and Innovation</i></b>				
<b><i>Accountability</i></b>				
<b><i>Resilience</i></b>				
<b><i>Planning and Evaluating</i></b>				
<b><i>Partnering</i></b>				
<b><i>Multitasking</i></b>				
<b><i>Oral Communication</i></b>				
<b>Total (Sum all Consensus Ratings):</b>				

**Signatures**

\_\_\_\_\_

Interviewer A

\_\_\_\_\_

Interviewer B

\_\_\_\_\_

Interviewer C