

SAMPLE PSS JOB-FOCUSED INTERVIEW QUESTIONS FOR PSS STAFF

Candidate: _____ Position: _____

Interviewer: _____ Date: _____

Dimension	Questions															
<p>Professional Experience</p> <p>Evaluation</p> <table border="1"> <tr> <td align="center">High</td> <td></td> <td></td> <td></td> <td align="center">Low</td> </tr> <tr> <td align="center">1</td> <td align="center">2</td> <td align="center">3</td> <td align="center">4</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	High				Low	1	2	3	4							<ul style="list-style-type: none"> • Please describe your present responsibilities and duties. • Give me an example of a task you performed that required attention to detail and what you did to ensure accuracy. • Describe the kinds of telephone and receptionist duties you have had. • Describe your past experiences with scheduling of appointments, meetings, or special events. • What kinds of reports did you develop, create, or produce? • What volume of mail did you typically process in a day? • What kinds of correspondence have you written on your own initiative? • What do you consider to be your most important accomplishments in the last several positions you have held?
High				Low												
1	2	3	4													
<p>Computer Skills</p> <p>Evaluation</p> <table border="1"> <tr> <td align="center">High</td> <td></td> <td></td> <td></td> <td align="center">Low</td> </tr> <tr> <td align="center">1</td> <td align="center">2</td> <td align="center">3</td> <td align="center">4</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	High				Low	1	2	3	4							<ul style="list-style-type: none"> • What word processing systems have you worked with? Give me an example of a project when you used your word processing software. • What database systems have you worked with? Tell me how you used the databases. • What spreadsheet software have you worked with? Give me an example of a project when you used a spreadsheet. • How do you best learn new technology?
High				Low												
1	2	3	4													
<p>Interpersonal Skills</p> <p>Evaluation</p> <table border="1"> <tr> <td align="center">High</td> <td></td> <td></td> <td></td> <td align="center">Low</td> </tr> <tr> <td align="center">1</td> <td align="center">2</td> <td align="center">3</td> <td align="center">4</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	High				Low	1	2	3	4							<ul style="list-style-type: none"> • Give me an example of a difficult situation or person that you have dealt with in a previous position. • Describe a situation in which it was necessary for you to mediate or negotiate a solution or compromise. • What kind of work pressures do you find the most difficult to deal with? • In previous positions, how much of your work was accomplished alone and how much as part of a team effort? • Do you prefer working independently or as part of a team? • How do you handle yourself under stress/pressure?
High				Low												
1	2	3	4													
<p>Organization Skills</p> <p>Evaluation</p> <table border="1"> <tr> <td align="center">High</td> <td></td> <td></td> <td></td> <td align="center">Low</td> </tr> <tr> <td align="center">1</td> <td align="center">2</td> <td align="center">3</td> <td align="center">4</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	High				Low	1	2	3	4							<ul style="list-style-type: none"> • What kinds of filing systems have you used and/or created? • What is the most effective method for setting priorities? • What would your current/last employer tell us about your ability to organize your work? • Give me an example of an assignment, project, or event that you had to organize from the beginning and follow it through to the end. • Describe a situation that did not go as well as planned. What would you have done differently?
High				Low												
1	2	3	4													

Dimension**Questions****Supervision/Initiative****Evaluation**

High

1 2 3 4

1	2	3	4

- Describe the style of supervision you prefer.
- What is the role of a supervisor, in your opinion?
- When given an assignment, do you prefer detailed instructions or general instructions with the flexibility to create your own structure?
- What kinds of correspondence have you written on your own initiative?
- Which decisions could you make on your own, and which did you refer to your supervisor?
- Describe a time when you went “beyond the call of duty” to accomplish a task.
- Describe a position in which you had supervisory responsibilities.

Overall Rating**Evaluation**

High

1 2 3 4

1	2	3	4

- Did the candidate create a favorable first impression?
- Did the candidate speak clearly and effectively in a business situation?
- Did the candidate project an image of credibility based on experience, knowledge, presentation, and prior associations?
- Did the candidate contribute to the development/maintenance of rapport during the interview?
- Did the candidate take time to ask thoughtful questions?
- Did the candidate’s questions indicate that he or she was listening and interested in the position?