

APPLICANT INTERVIEW RATING SHEET

Position: General Office Support Staff

Applicant name: _____

| Questions (Allow 20-30 minutes) | Comments | 1-low, 6-high |
|--|----------|------------------|
| Secretarial Skills 1. Using past work experience, discuss how you might handle a situation where you are asked to do several tasks at the same time to meet staff needs. | | 1--2--3--4--5--6 |
| 2. What kind of supervision have you had in the past and how have you responded to it? | | 1--2--3--4--5--6 |
| 3. Your reception duties will call for you to hand numerous questions from students and staff. How would you handle questions that go beyond your knowledge? | | 1--2--3--4--5--6 |
| Interpersonal Skills 4. Drawing from past work experience, describe several situations where you had to interact with "difficult people" and how you handled the situations. | | 1--2--3--4--5--6 |
| 5. Comment on the following: "Students are the most important people in our business." | | 1--2--3--4--5--6 |
| 6. This office is many times "all things to all people." How do you see your skills and personality fitting into that expectation? | | 1--2--3--4--5--6 |
| Professional Ethics/Behavior 7. Tell us how you have handled past work situations that required "confidentiality." How might that procedure impact this office? | | 1--2--3--4--5--6 |
| 8. Discuss your understanding of the word "teamwork" and how you have been involved with that process on the job or in other settings. How might teamwork (or lack of it) affect an office setting? | | 1--2--3--4--5--6 |
| 9. Due to student needs and staff schedules, your daily schedule will change occasionally to help in meeting those needs. Comment on your flexibility with time and any expectations you might have. | | 1--2--3--4--5--6 |
| Closing 10. Do you have any questions of us about this position? THANK YOU! (Describe remaining process.) | | |
| Total score: | | |

Evaluator signature: _____