

Student Assistant Interview Guide

General Questions:

1. Upon reviewing the job description, what interests you most about this position?
2. What has been your biggest accomplishment to date?
3. How did you prepare for this interview?
4. What are your greatest strengths and what areas of opportunity?

Customer Service:

1. How would you define good customer service?
2. Tell me about a time you had to deal with someone that was irate, how did you handle this situation.
3. Give an example of a time you went above and beyond, why did you do it?
4. This office at times is very busy with constant interruptions (for example, phones ringing, walk-ins, supervisory interruptions) How would you handle working in an office with these working conditions?

Here's a scenario: You were on the phone with someone, you put him or her on hold to look up the information, the other line rings and a student walks into the office looking for help. How would you handle the situation?

Communication:

1. Tell me about a time you had to adjust your communication style to accommodate the style of another?
2. Describe a time you had to present an idea to others; this may include students, co-workers, etc.
3. Describe a time you had to communicate difficult information to someone. What was the situation and how did you communicate what needed to be said?

Accountability/Initiative:

1. Give me an example of a time you took on more work than what was required of you to make an improvement.
2. Tell me about a time you were given a task to complete but you did not have the tools necessary to complete the task. What did you do?
3. Tell me about a time you exceeded your goals. What about a time when you missed your goal. What happened?
4. Tell me about a time you made a mistake on the job. How did you remedy it?

Teamwork/Leadership:

1. Did you ever have to rely on people to complete a project or solve a problem? What was the situation? How did it turn out?
2. Give me an example of a time when you had to work closely with people to accomplish a goal and you stepped up to lead. How did it go?
3. Describe a situation when you were part of a team that was not working well together. What did you do? What did you learn from it?
4. Do you feel you are a better individual contributor or a team player? Which do you prefer and why?

Technological Literacy:

1. Tell me about the technology you currently use and what you feel your proficiency level is.
2. What is your experience with Microsoft Word, Excel, and PowerPoint?