Student Assistant Sample Interview Questions

Please note that departments may or may not ask questions from this list. The overall goal is to prepare you to discuss your abilities and knowledge with the hiring manager and other department representatives.

**General Questions**
- What interests you most about this position?
- What has been your biggest accomplishment to date?
- What are your greatest strengths?
- What are your greatest areas for improvement?
- What are you hoping to learn from your position on campus?

**Customer Service**
- How would you define good customer service?
- Tell me about a time you had to handle an upset customer, what was the outcome?
- Give an example of a time you went beyond your job duties to make a difference.
- How do you handle working in a fast-paced environment with constant interruptions?

**Communication**
- Tell me about a time you had to adjust your communication style to accommodate a customer or coworker.
- Describe a time you had to present an idea to others and how you handled the presentation.
- Describe a time you had to communicate difficult or uncomfortable information to someone.

**Accountability**
- Give an example of a time when you took on more work than was required of you to assist your team.
- Tell me about a time you were asked to complete a task but didn’t have the necessary tools or knowledge to do so, what did you do?
- Tell me about a time you exceeded your goals or expectations, and a time when you missed your goals or expectations.
- Tell me about a mistake you’ve made in the workplace and how you handled the situation.

**Teamwork & Leadership**
- Tell me about a time when you had to rely on others to complete a project or solve a problem, how did you keep those around you accountable and how did it turn out?
- Describe a situation where you’ve had to take the lead of a group, how did it go?
- Describe a situation when you were part of a group that did not work well together, how did you learn from that situation?
- Do you feel you are better as an individual contributor or a team contributor? Which do you prefer and why?

**Technological Literacy**
- Tell me about the technology and programs you currently use and your proficiency level.
- What is your experience with Microsoft Office: Word, Excel, Power Point, etc.?