

STUDENT WORKER INTERVIEW GUIDE

Below is a sampling of questions to be used during your interview with the student worker. Most of these questions apply across all departments. Select 3-4 questions relevant to the position and use the same questions for each student you interview for a particular job.

General Questions:

1. Upon reviewing the job description, what interests you most about this position? And why do you feel you are a good fit for the job?
2. What skills do you have that will make you successful in this position? What skills would you like to learn?
3. What has been your biggest accomplishment to date?
4. What have you done to pursue your own professional development?
5. Describe a time you felt that a situation was unfair. What did you do?
6. How do you show others that you respect their cultures and beliefs.
7. What are your greatest strengths and what areas do you feel you need to develop?

Customer Service:

1. What does great customer service mean to you?
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? Any regrets?
4. How do you know when you have truly met someone's needs?

Communication:

1. Tell me about a time you had to adjust your communication style to accommodate the style of another? What was the outcome?
2. How have you shown that you are a respectful listener? What have you done to show that you care about what others have to say?
3. Describe a time you had to present an idea to others, this may include students, co-workers etc.
4. 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?
5. What do you think is the most important part of communicating?

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 came up with an innovative solution to a problem.
4. Tell me about a time you exceeded your goals. What about a time when you missed your goal. What happened?
5. Tell me about a time you made a mistake on the job. How did you remedy it?
6. Not all parts of a job are fun or challenging. What tasks fall into this category for you and how do you motivate yourself to complete these tasks?

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. Have you ever led a committee or group? What was your role as the leader? What were the challenges?
4. 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?
5. 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.