Interview Questions

General

- Tell us about yourself? Why are you interested in POSITION at the University of Cincinnati?

- Please explain how your experience would contribute to your ability to perform the duties of this position?

- What is one or two of your proudest professional developments?

- Tell us about your preferred work environment?

- In what professional development activities have you been involved over the past few years?

- What things have you done in your own initiative to help you prepare for your next job?

- Give us an example of a professional failure. What did you learn from the experience and what changes did you make as a result?

- What is a suggestion for improvement that your employees have made that you haven’t been able to implement? What has stopped you? How have you handled this situation?

- Tell us about a mistake that you have made where you took responsibility for it before anyone had noticed the problem.

- We have all been criticized or penalized at some time or other in our careers. Tell us about a setback of this sort that you’ve faced and how did you handle it?

- What are the three most important things you are looking for in a job? Why are these important to you?

- What do you think most uniquely qualifies you for this position?
• What qualities or experiences make you the best candidate for this position?

• Do you have any additional professional experience that you would like to share?

• Do you have any questions for us?

**Knowledge**

• Describe a time where you had to use data in your work. How was data used to accomplish your work? What data systems are you comfortable using?

• What qualities or experiences do you believe make you the best candidate for the position?

• How would you characterize your level of computer literacy? What are some of the programs and applications with which you are familiar?

• Describe a time that you volunteered to expand your knowledge at work, as opposed to being directed to do so. What compelled you to seek out the opportunity?

**Diversity**

• What has been your experience in supervising a diverse group of employees with varied backgrounds and skills? What did you do to ensure the best fit of employees for each job?

• How do you feel about diversity in the workplace? Give us some examples of your efforts to promote diversity.

• What has been your experience in supervising a diverse group of employees with varied backgrounds and skills?

• What do you do to ensure the best fit of employees for each job?
• Recall the most diverse team you have worked with. How did you work together? What was your role? What major challenges did you face?

• What principles do you think are critical to be able to work with a global set of customers, clients and teammates?

**Organization**

• Think about an instance when you were given an assignment that you thought you would not be able to complete. How did you accomplish the assignment?

• Tell us how you go about organizing your work. Also, describe any experience you have had with computers or other tools as they relate to organization.

• Describe a time at work where you had to juggle several projects at the same time. How did you organize your time?

• Recall a time when you were assigned what you considered to be a complex project. Specifically, what steps did you take to prepare for and finish the project? What one step or activity would you have done differently if given the chance?

• What types of activities do you tend to procrastinate, and what type do you tend to prioritize? Why is this the case?

**Adaptability/Flexibility**

• Tell us about a time when you uncovered new information that affected a decision that you had already made?

• Could you share with us an example of a time when you had to stop working on a project/idea/assignment and start working on a completely different one? What did you do? How did that turn out?

• Think of a difficult ethical situation (tested your integrity or character) in a business setting and describe what you did about it?
• Give an example of a time your team or organization shifted their goals or resources. What affect did it have on your work? How did you respond?

• Can you recall a time from your work experience when your supervisor was not available when an issue arose. What was the issue? How did you handle the situation?

**Problem Solving**

• Give an example of a time you identified a small problem and took action to fix it before it became a major problem. What were the potential pitfalls you were trying to avoid?

• Give an example of a time when you used good judgement and logic in solving a problem. What steps did you take?

• What is the biggest conflict you have ever been involved in at work? How did you handle that situation?

• Describe your communication style. How do you interact with supervisors, co-workers, students and service personnel?

• How do you go about handling multiple personalities and stress in the work environment?

• When was the last time you had to solve a difficult problem, and what actions did you take?

• What is the most difficult challenge you’ve faced in your job? How did you address it? What did you consider doing, but ultimately decided against?

**Teamwork**

• Give an example of a time when you had to collaborate or work in a team. What was your role on the team and how did you achieve the end result?
• Give us an example of a problem you and your staff solved as a group. How were the roles determined? What was the communication style used to solve the problem? What was the outcome/result of the problem?

• Tell us about a time when you helped others compromise for the good of the team. What steps did you take?

• Talk about a situation when you worked as part of a team to accomplish a goal. What was your role?

• When a new team member joins your unit, what specifically do you do to welcome them?

• Describe a situation when you made a special effort to reach out to another member of your team which showed your respect for that person’s feeling.

• Give us an example of when you had to work with someone who was difficult to get along with. How did you handle this situation?

• Who is the best supervisor you have worked for? What was their management style?

• Have you ever had to approach a member of another team within your company for assistance on a project? How did you go about making the request?

• Give us an example of a time you had to approach a member of another team or function within your company for assistance on a project. How did you go about making the request? How did you work together?

**Customer Service**

• Please share with us your philosophy about customer service in an academic environment and give us some examples of service that would illustrate your view.

• Tell us about a time when you received a complaint or concern from someone over the level of service they had received. How did you handle this situation?
Tell us about a customer whose needs you spent considerable time learning about. How did you learn about their needs, and what was the result of the time investment?

Give us an example of when you initiated a change in a process, procedure, or operations in response to customer feedback?

Can you share with us a time when you did something outside of the normal routine to benefit a customer? What was their reaction? Did they appreciate your efforts?

Tell us about a time when you had to deal with a very upset customer or client. Where you able to resolve their issue and retain their business?

In your current or past positions, who are your “customers” that you are providing a service to? Are they satisfied with your service? How do you know if you are meeting their needs? What have you done to actively seek their input?

Give an example of a time you initiated contact with a customer you had no previous contact with? What methods did you find effective or ineffective?

Communication

We all make mistakes. Tell us about a time you made a decision, and then had to tell your staff that the decision had changed. How did you handle it?

Have you ever had a time when you had to collect information from several people? How did you organize the information that you collected?

Can you give us an example of a time when you had to give a presentation that required someone’s buy in? What was the outcome?

Tell us about a time when you gave an important presentation. What was the best aspect of the presentation? What could you have done better? What was the outcome?
• Give us an example of a time you taught new information to an individual or group of people. What approach did you take, and why?

**Technology**

• What was the major obstacle to using the technology system you had to use in your previous job effectively? How did you address that challenge?

• Thinking about the technology you have the best knowledge of, how have you used that knowledge to improve your work performance?

• When was the last time you used technology to improve how you work with others? What was the result?

**Leadership**

• Give us an example that will demonstrate your leadership style?

• Can you give us an example of how you motivate and challenge employees?

• In prior positions did you have budgeting responsibilities? If so, what was the size of your operating budget?

• Tell me about a time when you had to handle a workplace disturbance. What did you do? What were the results?

• What has your experience been with implementing a strategic plan? What key steps did you take?

• How have you been able to establish an environment of accountability?

• Give us an example of a successful continuous improvement initiative you have implemented in the past 5 years?

• How have you been able to enhance student experience?

• Talk about a situation when you worked as part of a team to accomplish a goal. What was your role?
- Describe a decision you made while in a leadership role that was not well received. How did you handle the implementation?

- Tell us about a time when you managed someone with a performance or retention issue. How did you handle the situation?

- Give us an example of how you had to change or customize your management style to motivate others. How did you know your management style wasn’t working, and how did you change it?