
Interview Generator™



Name of Interview:

Administrative Assistant

Date:

Organization:

Interviewer's Name:

Date of Print:

Interview Description:

Supports the business objectives for a work unit, including: typing, data entry and transcription of documents and data; coordinates /arranges schedules and events; composes routine correspondence; answers inquires and provides information to internal and external contacts / customers; drafts financial, statistical, narrative and/or other reports, as requested; interprets policies and procedures as established by management / technical staff; conducts routine research to assist professional staff; may supervise other administrative staff.

Competencies Selected For This Position:

1. Ability to Take Initiative/Responsibility
2. Attention to Detail
3. Capacity to Cooperate And Collaborate
4. Communication Skills
5. Dependability
6. Interpersonal Skills
7. Time Management Ability

Please use the following scale to help rate interviewee responses.

Rating	Rating Standard
1 - Low	The candidate's response contained few of the target behaviors. Either the behaviors he/she discussed were not at, or even close to, the level indicated in the target behaviors, or the person did not give you enough information for you to have confidence that he/she has that competency at the level needed for success.
2 Low / Moderate	
3 Moderate	The candidate's response covered some of the target behaviors, but not quite at the level that would be ideal for that competency. Still, the quality of the person's answers leads you to believe that he/she would be successful with some additional exposure and/or training.
4 High / Moderate	
5 High	The candidate's response contained many, if not all, of the target behaviors. His/her responses indicate well-developed skills and aptitude for that competency, which would most likely lead to job success. The person's responses are of superior quality for this job.

Competency Details

Ability to Take Initiative/Responsibility

Taking initiative/responsibility looks at an individual's ability to stand up and be counted upon to find an appropriate solution and for taking the necessary action without any prompting. This competency asks the question 'To what extent are you prepared to be personally accountable and take initiative when issues and problems arise, and before you have been asked to do so?'

Target Behavior :

1. Takes necessary action without prompting.

Interview Question :

Tell me about a time when you took action to do something before anyone even had a chance to ask you to.

2. Able to set and keep work commitments; organizes moderately complex work to so that deadlines are met and quality expectations achieved.

Describe a work commitment you worked hard to meet. What would have happened if you had not been successful?

3. Sets and keeps commitments to customers and others; is motivated by personal achievement.

Describe a challenging assignment you worked very hard to complete on time . . . What did you get out of it?

1. Low	2. Low/Moderate	3. Moderate	4. high/Moderate	5. High

Competency Details

Attention to Detail

Attention to detail looks at an individual's ability to manage their own work and the work of others to ensure that it is fit for purpose and free from error. This competency asks the question 'To what extent do you try to create high levels of accuracy in your work and make sure that smaller or apparently less significant (but important) requirements are not forgotten?'

Target Behavior :

1. Is a perfectionist about details; does not sacrifice quality for speed.

Interview Question :

Tell me about a time when you did not have enough time to make sure your product was perfect before you had to send it out. How did you handle it?

2. Takes care to check and re-check work for quality and precision.

Give me an example of a time when you took extra care to make sure your work product was flawless.

3. Understands the implications to the company of missed details; recognizes the long-term costs associated with mistakes and errors; strives for perfection.

If you miss a detail or make a careless mistake, what are some of the possible consequences for the company?

1. Low	2. Low/Moderate	3. Moderate	4. high/Moderate	5. High

Competency Details

Capacity to Cooperate And Collaborate

Capacity to cooperate and collaborate looks at an individual's ability to work positively and flexibly in group situations, maintaining an open and helpful attitude as much as possible. This competency asks the question 'To what extent do you work effectively with and through other people in a team situation in a cooperative and collaborative way?'

Target Behavior :

1. Promotes collaboration and cooperation through own positive working relationships.

Interview Question :

Describe a time when you got someone to cooperate with you who others had not been as successful with. How did you do it?

2. Helps internal customers with their work so that they can serve external customers better.

Tell me about a time when you helped a co-worker out so that they could serve their customers better.

3. Is adept at providing assistance to new team members on activities that are specific in objective and content.

Tell me about a time when you helped out a co-worker when he or she didn't have the experience or knowledge you had about a job or task.

1. Low	2. Low/Moderate	3. Moderate	4. high/Moderate	5. High

Competency Details

Communication Skills

Communication skills looks at the extent to which an individual communicates with economy and clarity, and remains open to feedback to improve their communication skills in the future. This competency asks the question 'How well do you design and send verbal messages and attentively listen to people's responses in order to adjust your communications?'

Target Behavior :

1. Shares sensitive and critical information appropriately and effectively.

Interview Question :

Describe a time when you had to communicate sensitive information very carefully. What was the potential danger, and how did it go?

2. Organizes, simplifies, and explains complex information effectively.

Tell me about a time when you had to organize or simplify information in order to explain it to someone.

3. Is not afraid to seek advice or ask for feedback on current level of output/quality.

Give me an example of a time when things were not going as planned. What did you do?

1. Low	2. Low/Moderate	3. Moderate	4. high/Moderate	5. High

Competency Details

Dependability

Dependability looks at an individual's ability to be seen as reliable, steady, responsible and committed in relation to everything they do for themselves and others. This competency asks the question 'To what extent do people see you as someone upon whom they can rely and trust to meet your commitments, as well as follow through successfully?'

Target Behavior :

1. Is direct and truthful; admits mistakes and learns from these; doesn't misrepresent self for personal gain.

Interview Question :

I think we can agree that everyone makes mistakes. Tell me about a time when you felt it was prudent to acknowledge a mistake you made.

2. Demonstrates a positive attitude and high levels of energy; perseveres during difficult and stressful times.

Describe a time when you helped out on a project that required a great deal of energy and commitment over a long period of time.

3. Works with a sense of urgency, shifting priorities to accomplish objectives as needed.

Describe a work commitment you were not able to meet, even though you worked hard to do so. What happened?

1. Low	2. Low/Moderate	3. Moderate	4. high/Moderate	5. High

Competency Details

Interpersonal Skills

Interpersonal skills looks at an individual's ability to engage with other people in a positive way, regardless of their level, status or rank in the organization (or outside it). This competency asks the question 'To what extent do you demonstrate effective relationship skills (building and maintaining) with every individual you meet in your day-to-day work activity?'

Target Behavior :

1. Relates well to all kinds of people (up, down, sideways), inside and outside the organization; builds rapport appropriately.

Interview Question :

Tell me about a time when you built strong relationships where none had existed before.

2. Spends time and effort on initiating new relationships.

Describe a time when you invested time in building a new relationship. What was the value?

3. Maintains productive working relationships with co-workers and others within organization who are integral to the work.

Give me an example of a time when your relationship with a peer was key to your getting something done right.

1. Low	2. Low/Moderate	3. Moderate	4. high/Moderate	5. High

Competency Details

Time Management Ability

Time management ability looks at how well an individual generally maintains a healthy equilibrium in an individual's life. This competency asks the question 'How effectively do you control an individual's time to achieve a 'good' balance between work and leisure?'

Target Behavior :

1. Is able to effectively allocate time for participation in multiple projects.

Interview Question :

Give me an example of a time when you had several major assignments or projects going at one time. How did you allocate your time?

2. Gets more done in less time than others; organizes desk and tasks quickly and efficiently; has clear sense of priorities.

Tell me about a time when you had more to do in a day than you could possibly accomplish. What happened?

3. Is able to accurately estimate how long things should take; values others' time; can shift priorities when circumstances change.

Describe a time when you were working on a rush project and the circumstances changed on you. What did you do?

1. Low	2. Low/Moderate	3. Moderate	4. high/Moderate	5. High

