

# Sample Interviewing Guide

The position description is intended to help you articulate the skills and competencies you require for the job(s) at hand. To demonstrate, the following sample position description has been designed to hire a Personal Assistant.

## SAMPLE INTERVIEWING GUIDE

**DATE:**

**APPLICANT'S NAME:**

**POSITION APPLIED FOR:** Personal Assistant

**DIVISION/DEPARTMENT:**

**INTERVIEWER'S NAME:**

**LOCATION:**

### PART 1: WORK EXPERIENCE

#### Current/Previous Position

Company Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

1. What are/were your major responsibilities/duties?
2. Across how many sites/clients?
3. Was there any change in responsibilities during your time with the company?
4. Describe the company's structure, size, working environment, revenue?
5. What do/did you like best about this position?
6. What do/did you like least about this position?
7. Why are you (planning to) leaving or why did you leave?

### PART 2: COMPETENCY BASED INTERVIEW QUESTIONS

The purpose of asking competency/behavioural based questions is to extract from the candidate past experience, which will assist in determining future job performance.

The following questions have been designed around each competency our position description specified for this role. Responses will give evidence of candidates previous behaviour to then compare against your expected job behaviours.

#### Competency: Professional and Technical Excellence

- Maintains currency of knowledge by learning and application of new concepts
  - Rapidly learns and integrates new information into business activity
  - Strives for continuous improvement in job knowledge through training, education and experience
1. Give me an example of when a new product or system came into effect. What was your learning strategy? What time frame did you have to put it into practice? How did you know you were right?
  2. Tell me about a time when you found an error in your work. How did you detect it? What gap have you since identified in your training or learning approach to that task.
  3. What personal development have you completed in the last 2 years which has been self funded and you have completed in your own time?

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## Competency: Planning and Organising

- Applies time management and prioritisation of competing demands
  - Establishes appropriate course of action for self and/or others to accomplish a specific goal
  - Stays with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable
1. What has been your greatest achievement during your career? What strategy and planning were required to achieve this result?
  2. Tell me about a time when you have had more to achieve in one day that was physically possible. How did you achieve your required result? What methods did you use to ensure your work was accurate as well?
  3. Tell me about the busiest day you have had on the job in the last 3 months. What did you do to ensure you completed all tasks required.

## Competency: Problem Solving

- Uses technical knowledge and expertise to generate effective solutions
  - Identifies underlying issues or problems in the resolution of issues
1. Tell me about a time when you had to solve a problem that was much "bigger" than originally viewed.
    - What was the problem and how did you address it?
    - What issues did you uncover?
    - What steps were involved in implementing an effective solution?
  2. What preventative action have you undertaken to alleviate a problem becoming larger-scale.
    - What was the problem?
    - What could have been the larger-scale issues?
    - What role did you take in the preventative action?

## SCORING SHEET

Record your ratings below as follows:

1. Skill is not present (the candidate was unable to demonstrate or provide examples for this skill, or, there was no opportunity to observe)
2. Limited evidence of the skill is present (evidence was weak or examples provided by the candidate were not sufficient to clearly demonstrate the skill)
3. Some evidence the skill is present (the candidate provided examples that demonstrated skill in some areas of the competency)
4. Strong evidence the skill is present (the candidate provided examples that demonstrated skill in most areas of the competency)
5. Very strong evidence the skill is present (the candidate provided recent examples that demonstrated skill in all areas of the competency)

COMPETENCY DIMENSION	BENCHMARK	SCORE	MEETS BENCHMARK YES/NO
Professional and technical excellence	3		
Planning and organising	3		
Problem solving	3		
Other competencies			