

## **Interview Questions for PSS Non-Exempt Positions**

1. Briefly describe your work experience, especially the administrative and customer service aspects.
2. Describe your computer experience including applications used (MS Word, Excel, etc.), computer environments (Windows, Macintosh, etc.), word processing, database and spreadsheet skills.
3. Please brag to us about a client relationship that you have built that seems especially effective, where you needed to overcome some obstacles to establish this effective relationship. What do you think makes it work?
4. Tell us about a situation when you were working with a very demanding customer. How did you handle the situation? And what was the result?
5. How are memos and correspondence prepared in your current position? Who proofs the documents? What types of documents do you prepare?
6. Please give us an example of a time when you explained policies and/or procedures to others.
7. Describe the kinds of deadlines you have had to meet in previous positions.
8. If a deadline could not be met, what did you do?
9. Please give us an example of a situation where there were competing priorities. What actions did you take and what were the results?
10. Describe something you worked on that involved a lot of detail, and how you handled it.
11. Describe your experience working on a team, and what contributions you made to improve the teamwork.
12. What do you do to organize your workday?

13. What work have you done that involved working with sensitive or confidential issues?
14. If I were to ask your supervisor about your administrative strengths, what would he/she say?
15. What would he/she say about areas that could be improved?
16. How would you describe your ideal job?
17. What are the reasons you are leaving your current job? Why are you interested in this job?
18. Finally, what questions would you like to ask us?

We will complete the interview process \_\_\_\_\_.