**Student Employment Interview Process**

**Coordination and Scheduling of Interviews**

* Identify who will participate in the interviews.
* Identify where the interviews will take place.
* Decide the length of the interviews (all candidates should be allowed the same time).
* Schedule the interviews .

**Interview Preparation**

* Review all application materials .
* Decide which jobs/experiences are most relevant to the target job.
* Note any jobs/experiences about which you are unclear or would like more information.
* Make note of extracurricular activities and/or leadership roles.
* Select interview questions related to the skills required for the position (see list of approved interview questions in Appendix A).
* All interviewees must be asked the same questions.
* Decide what order the questions need to be asked and by what interviewer if more than one.

**Interview Opening**

* Greet the candidate, introduce the interviewers providing both names and positions.
* Explain the interview’s purpose:
  1. To learn more about the candidate’s background and experience.
  2. To help the candidate understand the position and organization.
* Describe the interview plan and purpose:
  1. Briefly provide information about the position.
  2. Explain that all candidates will be asked the same set of questions and explain that the interviewers will be taking notes.

**Interview Questions**

* 1. Ask general opening questions (see list for approved opening questions—it is suggested that you select one or two depending on length of time allotted for interview).
  2. Ask questions related to core competencies and Quality of Work; Customer Service; Communication, Collaboration and Problem Solving; and Leadership (see list of approved suggested workforce skill questions—it is recommended that you select one or two from each category depending on length of time allotted for interview).
  3. Ask questions related to Diversity, Equity and Inclusion (see list of approved questions—it is suggested you ask one or two depending on length of time allotted for interview).

**Interview Closing**

1. Provide the candidate the opportunity to ask questions. (Take notes on the questions asked).
2. End the Interview. Explain next steps in selection process. (e.g. “We anticipate we will complete interviews the end of next week and will be identifying the best qualified candidate by the middle of next week). Let them know that individuals will be notified whether they are selected or not.
3. Thank the candidate for their interest in the position and taking time to interview.

**Appendix A**

**Approved Interview Questions for Student Employment**

It is suggested that you ask one to three questions from each group depending on time allotted for interview and depending on the skills required for your position.

# Interview Opening General Questions

1. Tell me about your work and educational experience to date?
2. Why are you interested in this position?
3. What do you know about this position and why do you want to work here?
4. What type of work environment do you thrive in/prefer? Please tell us about a time where you worked in this type of environment.
5. What type of leadership style do you work best under and why?
6. Tell us what interested you most about the position and why?
7. What are your long-term career goals?
8. How will working in this role help you in your future career?
9. How is/did your education/training prepare you for a job such as this?
10. Which classes did you enjoy the most? Why?

**Core Competency and Quality of Work Questions**

1. Can you describe what skills and experience you will bring to this position?
2. Can you describe your experience with *insert type of work, tool, or program—*

*e.g. Can you describe your experience setting up chemistry labs?*

*Can you describe your experience in graphic design?*

*Can you describe your experience working in an office setting?*

1. Describe all the online tools and programs you have used in the past. What is your level of proficiency with those tools and programs?
2. How do you ensure consistent quality output for your work?
3. How do you define quality work?
4. How do you double check your work to ensure accuracy and high quality?
5. Give me an example of a time when you had to prioritize tasks in order to get things completed. How did you prioritize and why?
6. How do you plan your day when there are many tasks to complete and everything is a priority?
7. What tools do you use to plan and organize your day and work?
8. Provide an example of how you manage and prioritize school, studying, work and other activities?

**Customer Service**

1. How do you define good customer service?
2. When working with a customer, internal or external, how do you ensure that you understand the customer’s circumstances, problems, expectations or needs?
3. Describe a time you had to deal with a customer that was not happy. What was the situation, what did you do and what was the result?
4. How do you ensure you are providing good customer service?
5. Describe a time where you were able to provide good customer service. What was the situation, what did you do and what was the result?

**Communication, Collaboration, Problem Solving**

1. What strategies do you use to ensure that you are communicating effectively with a customer, with a co-worker, with a supervisor?
2. What does effective communication mean to you and why?
3. Give me an example of a time you had to partner with another person or team to complete a project or task. What was the situation, what did you do in the situation and what was the result?
4. Describe a time when you had to collaborate with another person or group in order to reach a goal or ensure project success. How did you initiate your collaboration? How did you divide roles and responsibilities? How did you ensure the project was successfully completed?
5. Provide an example of a time that you needed to overcome a barrier in completing a task or action. What was the situation, and what steps did you take to resolve it?
6. Give an example of a time you had to quickly troubleshoot a problem and come to a decision on what to do. What was the situation, what did you do, and what was the result?
7. Provide an example of a time you had to learn something quickly and apply it. What was the situation, what did you do, and what was the result?
8. Describe the best working environment or the best team you have worked on. Why was it a good working environment or good team environment for you?

## Leadership

1. Give me an example of a leadership role you have had in the past. What was the situation, what action did you take or role did you play as a leader, and what was the result?
2. How do you define effective leadership and why?
3. What are your leadership skill strengths and what are your leadership skill gaps? What have you done to improve the gaps?

## Diversity, Equity and Inclusion

1. What do you think diversity adds to the workplace?
2. How do you value diversity in the workplace?
3. Give me an example of a time that you had to work with a diverse group of people? What was the situation, what did you do in the situation, and what was the result?
4. How do you ensure that you respect others in professional working interactions? Give me an example of a time you had to do that. What was the situation, what did you do in the situation, and what was the result?
5. Give me an example of a time where you had to work with someone with a very different background. What was the situation, what did you do in the situation, and what was the result?