

CHAMPLAIN COLLEGE INTERVIEW QUESTION TEMPLATE

INTRO/ GENERAL

1. We've read your resume and cover letter, and have a general idea of your background and experience. Please tell us a little bit more about yourself, and what interests you about this position.
2. Please tell us about your most important responsibilities at your last job. What did you learn that will benefit you in a new role?

VISION AND LEADERSHIP

3. Describe the culture of your current organization, or the organization where you were most recently employed. How did you influence/drive that culture?
4. Discuss a time when you had to rally your organization or unit around a common goal or vision. What was the vision? How did you gain buy-in into the vision?
5. Describe a situation in which there were organizational challenges, yet you were able to maintain motivation and morale amongst your employees.
6. Discuss a time when you succeeded as a leader. What did you learn from the experience?

SUPERVISION AND MANAGEMENT

7. Share an example of a time when you helped someone who worked for you identify and modify a behavior that was impeding their performance.
8. Describe your methods for delivering praise to your employees and mentees.
9. Describe a time when you had to give difficult feedback to someone. How did they respond? What was the outcome?
10. Share an example that demonstrates your ability to delegate effectively. How did you ensure the work was done correctly?
11. Describe a time when you intervened to resolve a conflict between two individuals or groups with conflicting priorities. How were you able to resolve it to everyone's satisfaction?

12. Describe your approach to developing others.
13. Please tell us about the best and worst relationships you've had with the people you've worked with. What did you learn? How do you impart the knowledge?

PERSONAL DEVELOPMENT AND DIVERSITY

14. Describe a time when you took on a role or assignment that was a stretch or out of your comfort zone in order to further your development? What was the result?
15. Provide an example of how you have helped others appreciate the value of diversity. What challenges did you encounter? How did you overcome those challenges?
16. What personal or professional initiatives have you been involved in to support diversity efforts within an institution or organization?
17. How do you stay current professionally?
18. How do you see this position supporting Champlain's goals around diversity and inclusion?
19. What does it mean to have a commitment to diversity and how would you develop and apply your commitment at Champlain College?

SELF AWARENESS

20. What organizational tools have you used to manage multiple priorities?
21. How well are you able to keep up with details and follow through on projects and assignments when you are very busy? Please give an example.
22. What area or responsibility in this position are you least prepared for, and why?
23. What strategies do you use to maintain a healthy work/life balance? How do you encourage your employees to maintain a healthy work/life balance?
24. What qualities do you think have helped you be successful? Tell us about a situation that exemplifies those qualities.
25. Tell us about the most effective method you've used to communicate with employees.

KNOWLEDGE AND EXPERIENCE – TECHNICAL

26. Describe systems that you have worked with/are familiar with. Which have you found to be most effective, and why?
27. How do you ensure the accuracy of data when you are running important reports?
28. Describe your technical involvement with, and understanding of, the systems you have worked with. For example, have you written queries? Work to implement upgrades? Tested upgrades?
29. If you were hired for this position, what steps would you take to assess our current systems and why?
30. What are the most important factors that make systems relevant, accurate, and useful?

KNOWLEDGE AND EXPERIENCE – CUSTOMER SERVICE

31. Give us an example of a time you had to deal with an unrealistic, difficult, or negative person. How did you handle that person?
32. Describe a situation where you went out of your way to help a customer solve a problem.
33. Describe a time when you felt it necessary to modify or change your actions in order to respond to the needs of another person in your work environment.

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