



Interview Guide (Administrative Assistant)

Candidate Name				
Position Title	Administrative Assistant			
Interview Panel Name (s)				
Interview Date				
Step	Overview of the Interview			
1	Open the interview <ul style="list-style-type: none">Welcome the candidate, make them feel at ease, introduce interviewers and their roles, offer something to drink Mention the timeframe for the interview <ul style="list-style-type: none">The interview will take approximately 1.5 hours, if you don't understand a question or need a break let us know Explain goals for the position and the purpose of the interview <ul style="list-style-type: none">The Administrative Assistant is responsible to work with the Executive Director to administer operations and build community relations.			
2	Work-related experience and employment overview <ul style="list-style-type: none">We will start by asking you to spend a few minutes talking about your current and prior work-related experience.			
3	Conduct interview <ul style="list-style-type: none">We will ask you about work situations where you played a key role. We would like you to focus on situations that occurred within the past year or two as it is more reflective of how you work today and it will be easier to recall that events in the distant past.			
4	Candidate questions <ul style="list-style-type: none">After we have asked questions we will give you an opportunity to your own questions or add additional information that you consider important for us to know.			
5	Close the interview <ul style="list-style-type: none">Thank the candidate for their time and interest; tell candidate when you expect to give them an answer, decisions, reference checking, etc.			
6	Evaluate the candidate <ul style="list-style-type: none">Evaluate the candidate's response immediately after the interview and complete the scoring summary.			
Candidate Evaluation Summary				
Grade 12 or equivalent: Diploma or Certificate in Administrative Studies or related degree				0 Not Demon- strated
Minimum of five (5) year demonstrated proficiency as an Administrative Assistant in a fast paced, detail oriented work environment				1 Develop- ing Required Skill
Current First Aid and CPR Certification; Child Abuse Registry Check; Criminal Record Check				2 Meets Required Skill
Child Development and Care				3 Exceeds Required Skill
Finance				
Equipment and Facilities				
Family and Community Relations				
Record Keeping (two questions)				
Professional Relationships				
Personal and Professional Development				
Skills, abilities and personal characteristics (two questions)				
Self-confidence, maturity, professional communication and appearance				
Total (add columns to reach a total score ___ / 33 or build weighting if preferred)				/33

Do not pursue Pursue to reference checks Place on hold See comments on final page

1

Created on 17 February 2012 File: Interview Guide – Administrative Assistant.docx

Created by Human Resources Shared Services Partnership

Acknowledgment to the Child Care Human Resources Sector Council (www.ccsc-cssge.ca) for research materials, and to the Province of Nova Scotia, Department of Community Services, Voluntary Sector Professional Capacity Trust, 2011 for funding the work of the HRSSP.

Step 2 – Overview of the Candidate’s Work Experience and Career Objectives

This step will provide you with an overview of the candidate’s career development and key job responsibilities. Developing an overview will assist you in probing for more information about the candidate’s knowledge and expertise as the interview proceeds. Starting with this overview question allows the candidate to relax and develop a rapport with the interview panel.

1. Please give us a brief 4-5 minute overview of your resume including your work history and education, starting with your most recent position. Tell us briefly about each position, the key skills and accountabilities of each job, and how you feel these roles have prepared you for the job you are applying for.

(Listen for common workplace accountabilities, why turnover occurred in jobs, and potential gaps)

2. Tell us why you have applied for this position and how it fits with your overall career/work goals.

(Consider overall level of interest and fit with the centre philosophy, board and team)

2

For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
- S – Situation: Briefly describe the situation
- T – Task: What were you trying to achieve?
- A – Action: What did you do to achieve your results?
- R – Result: What were the results?

Step 3 – Conduct Interview using Behavioural Event Questions

This step of the interview will ask questions that require the candidate to provide specific examples of situations where he or she used key skills and abilities that are necessary for this position. The Behavioural Event Interview (BEI) is the most reliable form of interview and it is based on the principle that recently demonstrated behaviour in a given situation is most predictive of how a candidate will perform in future.

3. Tell us about a time when you were responsible to maintain records that changed frequently?

What skills or strategies did you use to maintain timely and accurate documents?

OR Describe a work situation where your attention to detail and ability to be thorough were skills that were used regularly on a daily basis?

(Record Keeping: Listen for and assess experience participating in maintaining complete and accurate HR files in accordance with licensing requirements to insure successful licensing inspections; tracking all staff training and development and related budgets; supervising ECE records to ensure accurate and timely compliance with legislation and regulation (attendance, accident and incident reports, cleaning procedures, ill health, medical procedures and administration of medicine, children's records, maintenance, safety checks, child's daily log, daily communication log and daily program planning book)

4. Tell us about a situation that shows your ability to help care for children?

OR Tell us about a situation that shows your ability to help protect children from harm?

(Child Development and Care: Listen for and assess experience or potential to supervise children and protect children from physical and emotional harm)

5. Tell us about a time when you identified a safety concern at work?

OR Describe a time when you learned about safety and how you used that knowledge at work?

(Equipment and Facilities: Listen for and assess experience in ensuring a safe and healthy environment; assess risk and develop emergency procedures; respond to facility emergencies; manage health practices; ensure safe food handling; manage facility, site and equipment repair and maintenance; and ensure compliance with building regulations and codes)

3

For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
- S – Situation: Briefly describe the situation
- T – Task: What were you trying to achieve?
- A – Action: What did you do to achieve your results?
- R – Result: What were the results?

6. Describe a time when you helped a customer solve an issue or concern they had with you or your employer?

OR Tell us about a time when you proud of how you represent your employer to a customer?

(Family and Community Relations: Listen for and assess experience in creating a family-friendly environment; supporting a culture of respect for families; promoting family involvement; providing resources and referring families to external resources; creating and maintaining community links; advocating on behalf of quality early childhood education and care and establishing partnerships with external resources)

7. Describe your knowledge of the following?

Ethical practices and attitudes of the Nova Scotia Child Care Association

Nova Scotia Daycare Act and Regulations

Nova Scotia Department of Agriculture Food Safety Regulations

Fire Inspection

Employment Standards Act of Nova Scotia

Nova Scotia Occupational Health and Safety, including WHMIS

4

For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
- S – Situation: Briefly describe the situation
- T – Task: What were you trying to achieve?
- A – Action: What did you do to achieve your results?
- R – Result: What were the results?

Computer and technology related know how including the internet, word processing, spreadsheets, accounting software, presentation software, etc.

8. Tell us about a time when you needed to work on a team to accomplish a work-related task. What was your role, what did you do and what was the outcome?

OR Tell us about a time when you were required to deal with a conflict at work? What happened, how did you approach it and what was the outcome?

(Professional Relationships and Personal and Professional Development: Listen for and assess experience in working as a member of a professional team; professional conduct; work/life balance; participation in professional development)

9. Tell us about a time when you were required to prepare a document, spreadsheet or presentation under tight time constraints? What steps did you take to ensure you meet the deadline?

OR Describe a situation when you needed to juggle several tasks at the same time? What were the tasks and how did you deal with the situation?

(Skills, abilities and personal characteristics: Listen for and assess experience in multi-tasking, time management, organizational abilities, verbal and/or written communications, flexibility, diplomacy, creativity, enthusiasm and patience)

5

For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
- S – Situation: Briefly describe the situation
- T – Task: What were you trying to achieve?
- A – Action: What did you do to achieve your results?
- R – Result: What were the results?

- 10. Tell us about a time when you needed to change your plans at work on short notice?
OR Tell us about a time when you were asked to proofread or edit a document? What was the document, and how did you approach the task?**

(Skills, abilities and personal characteristics: Listen for and assess experience in multi-tasking, time management, organizational abilities, verbal and/or written communications, flexibility, diplomacy, creativity, enthusiasm and patience)

- 11. What do you believe are the top three strengths you bring to this position?**

- 12. What are your priority development areas?**

- 13. The annual salary for this position is \$X. Does this meet your annual salary expectation for this role?**

- 14. This position requires the ability to lift up to 50 pounds? Are you able to safely and successfully meet this requirement? _____**

6

For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
- S – Situation: Briefly describe the situation
- T – Task: What were you trying to achieve?
- A – Action: What did you do to achieve your results?
- R – Result: What were the results?

Step 4 – Candidate Opportunity to Ask Questions

Give the candidate an opportunity to ask questions about the job, the child care centre, or any other relevant matter. Take notes on the candidate's questions.

Step 5 – Close the interview

Thank the candidate for their time and interest. Tell the candidate they provided useful information.

Let the candidate know when you expect to give them:

- ✓ an answer, or
 - ✓ a decision, or
 - ✓ next steps (references, provide copies of certificates/education for employee file etc).

7 For Step 3: A guideline on how to structure a behavioural interview question is to ask the candidate the interview question and then use the supplementary questions below to gather details:

- Ask the question and listen to the response.
 - S – Situation: Briefly describe the situation
 - T – Task: What were you trying to achieve?
 - A – Action: What did you do to achieve your results?
 - R – Result: What were the results?