



**Office Assistant
Interview Questions
October 31, 2017**

1. Please tell us how your experience and education have prepared you for this position.
2. How would you rate your level of computer proficiency and why? What are some of the programs and applications with which you are familiar?
3. What is your definition of customer service?
4. You will be handling confidential student and employee information. What steps would you take to ensure security and confidentiality?
5. Our community college has a diverse population. What is your experience having worked with individuals with different backgrounds?
6. Getting the job done may necessitate unusual persistence or dedication to get results, especially when faced with obstacles or distractions. Tell us about a time in which you were able to be very persistent in order to reach a goal. Please be specific.
7. Please tell us how this position aligns with your career goals?
8. Sometimes it is important to disagree with others in order to keep a mistake from being made. Tell us about a time when you were willing to disagree with another person in order to build a positive outcome.
9. Tell us about the most difficult customer service experience you have had to handle. Be specific and share what you said, what you did and what the final outcome was.
10. How would you describe your attendance and performance standards?

11. **In-Basket Exercise:** This job requires the ability to prioritize and multitask in a fast paced environment. Please review the assignments, prioritize them and explain why you have placed them in that order:

- Incoming phone calls
- Student in front of you
- Supervisor asks you to complete a task within the hour
- Your lunch is coming up in 10 minutes

12. So far we have been asking all of the questions. Do you have any questions for the committee?



**CalWORKs, Supervisor
Interview Questions
October 3, 2017**

1. Please summarize your educational and employment background, highlighting those experiences that you believe qualify you for this job.
2. What is your understanding of the CalWORKs Program?
3. Describe CalWORKs exemptions and the pros and cons of taking an exemption.
4. What can a student do if they are denied their activity?
5. Tell us about a challenge you faced with an external organization/agency that you worked closely with and how you resolved it.
6. How do you as a leader obtain and maintain excellence in the performance of those who work with you? What action do you take when someone performs in an unsatisfactory manner? What action do you take when the performance is exemplary?
7. Supervisors are often in positions where difficult decisions need to be made. Tell us about a situation when you had to stand up for a decision you made, even though it was unpopular.
8. This position requires oversight of complex budgets. Describe your experience and/or the methods you would use to ensure fiscal responsibility.
9. Please explain why Gavilan College and the CalWORKs program is of interest to you.
10. Our district is culturally diverse. How have you demonstrated an understanding of, and sensitivity to the diverse academic, socio-economic, cultural, ethnic and varied-ability backgrounds of community college students or similar population?