**The Evergreen State College**

## Interview Questions

## Graduate Programs Admissions Coordinator

Confidential

**Instructions for reviewers:** Provide job-related comments about candidate’s strengths and weaknesses related to the knowledge, skill and ability needed to perform the essential functions of the position.

**Candidate**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reviewer**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Knowledge/Skills/Abilities**:

1. Ability to work under pressure, with multiple programs and multiple tasks, requiring a high degree of accuracy and attention to detail.

2. Ability to work independently, with minimal direct supervision.

3. Knowledge of higher education in general and specifically in Washington state.

4. Proficiency with current generation Microsoft software including Word, Exchange, and Excel. Ability to enter data quickly in the college student record system with a high degree of accuracy.

5. Ability to maintain confidentiality of student records.

6. Must possess excellent public relations and customer service skills both in person and over the phone.

7. Ability to work at a desk/computer for extended periods of time and operate standard office equipment.

**QUESTIONS**

1. Why are you interested in working with the Evergreen Graduate Programs, and specifically in this position?

***Criteria****: Question provides general insight into the candidate’s background and motivation. Response demonstrates knowledge of what the position involves and has informed expectations of the position. Candidate acknowledges the different needs of the grad programs and the requirement to be self-motivated.*

1. Please describe your knowledge and usage of databases, Excel, and merging in Word. How would you describe your ability to use new software? Do you have an example?
2. Describe your experience working with minimal supervision in a high pressure environment with multiple programs and tasks. What is your method for handling this type of position?

***Criteria****: Describes work experience that is directly related or transferable to the work of this position. Provides specific examples of ways of dealing with multitasking*

1. Describe your experience performing data entry and other work requiring a high degree of accuracy and meticulous attention to detail. Then, give an example of a time when attention to detail and accuracy was critical to you completing your work effectively.

**Criteria**: Describes specific experience performing highly accurate, detail-oriented work. Refers to work in an office setting, specifically with spelling/typos, data entry, and filing organization.

1. What experience do you have with recruitment and/or outreach?
2. There are many people involved with Graduate Admissions, including the grad programs, prospective students, Admission, Registration, Financial Aid, and Student Accounts. What strategies would you use to maintain good communication among these people?

***Criteria****: Demonstrates good communication skills, including updating grad programs when changes occur; suggests type or format for correspondence.*

*(could skip if time is getting short)* *Follow up question*: Please describe a situation that you were involved in where there were communication issues. Describe the situation, who else was involved, and how it was resolved.

***Criteria****: Candidate provides a specific example that demonstrates a communication issue and describes appropriate course of action to bring the situation to a successful resolution. Demonstrates ability to respond in an active rather than passive manner, employ effective problem solving skills, and accept responsibility for own actions. Demonstrates skill and ability to deal directly with others and/or problems and indicates ability to know when to involve supervisor or mediator.*

1. Scenario: You get a phone call from a prospective student with questions about the application process and it’s your second day on the job, so you haven’t learned anything yet. None of the ADs are available - what would you do?
2. What kind of supervision do you prefer?
3. Working at The Evergreen State College and with prospective and current students means working with people of various lifestyles, ethnicity, and differing abilities among other things. With this in mind, what skills and strengths enable you to work successfully with individuals who may be different from you?

***Criteria****: Mostly looking for respect, culturally and professionally sensitive language. Candidate seems to value diversity. Has work experience with diversity; understands some of the complexities of the dynamics and conflicts which can arise; evidence of ownership for the differences s/he brings to the setting. Candidate offers proactive measures to create hospitality and a welcoming work environment.*

1. Are there other job related strengths and experiences you have which we have not covered in this interview that you would like to share with us?

***Criteria****: Any other strengths the candidate has that would be useful for this position.*

1. Do you have any questions for us?