

NDP Structured Interview 2007

Date:	Time of Interview:
Candidate:	Candidate's Phone Number:
Interviewer:	Location:

Purpose of Document: This structured interview uses four categories for the measurement of knowledge, skills, work experience, and attributes.

Instructions: Select the criteria that best meets your assessment. Place in a check mark in the corresponding box. At the end of the interview, tally your scores.

SECTION 1: POINTS MULTIPLIED BY A FACTOR OF 5

Education

Q. What is the highest level of education have you completed?

- ☐ Completed less than high school. (0 points)
- ☐ Completed high school. (1 point)
- ☐ Completed some post-secondary education. (3 points)
- ☐ Completed post-secondary education. (5 points)

Experience in Customer Service, Office Administration and Management.

Q. Describe how your experience relates to this position. (1 point each)

- ☐ Answered questions and disseminated information to public, volunteers and others.
- ☐ Spoke to and initiated conversations with unfamiliar people.
- ☐ Answered telephone, directed calls, and took messages.
- ☐ Compiled, copied, sorted, filed records.
- ☐ Completed and mailed bills, contracts, policies, invoices, or cheques.
- ☐ Operated office machines, (photocopiers, fax machines, voice mail and PC).
- ☐ Computed, recorded, and proofread data.
- ☐ Maintained and updated filing, inventory, mailing, and database systems.
- ☐ Opened, sorted, answered, and routed mail and emails.
- ☐ Multi-tasked and focused on detailed work in a busy and demanding work environment.

Availability

Q. How often are you available to work in the evenings and weekends?

- ☐ Available to work evenings and weekends on a seldom, infrequent basis. (0 points)
- ☐ Yes, available to work evenings and weekends on an occasional basis. (2 point)
- ☐ Yes available to work evenings and weekends on a frequent basis. (4 points)

Seldom = less than 3 times per week/month

Occasional = 4 times per week/month

Frequent = More than 4 times per week/month

SECTION 2: POINTS MULTIPLIED BY A FACTOR OF 4

Organization Skills

Q. Describe some techniques you use to keep yourself organized.

- ☐ Did not list any techniques.
- ☐ Listed technique(s). (0 points)
- ☐ Listed and described technique(s). (1 point)
- ☐ Listed and described technique(s), and related the use of the techniques to the position of Office Manager. (3 points)

Experience Working with Volunteers

Q. Describe your experience working with volunteers.

- ☐ Has not worked with volunteers. Expressed distaste for volunteers. (0 points)
- ☐ Has worked with volunteers on a limited basis. (1 points)
- ☐ Has worked with volunteers, in a leadership position, on a limited basis. (2 points)
- ☐ Has worked with volunteers in a variety of settings and/or on an extensive basis. (4 points)
- ☐ Has worked with volunteers, in a leadership position, in a variety of settings and/or on an extensive basis. (5 points)

Experience With Teamwork

Q. Describe a situation when you worked in a team. How did you contribute to the team?

- ☐ Has not worked in a team. Did not contribute to the team. Expressed distaste for teamwork. (0 points)
- ☐ Performed own duties exclusively. (1 points)
- ☐ Performed own duties. Collaborated with other team members. (3 points)
- ☐ Performed own duties. Collaborated with other team members extensively. Supported others in meeting group and individual goals. (5 points)

Customer Service Skills

Q. On a busy afternoon, a constituent calls the office. You are the only person in the office and you pick up the phone. The constituent's speech is slurred, but you understand that she wants to know about the candidate. What do you do?

- ☐ Nothing, ignore their request, hang up, or tell her that you are too busy to answer her question. **(0 points)**
- ☐ Briefly describe the candidate and end the call. **(1 point)**
- ☐ Thank her for her interest. Briefly describe the candidate. Direct her to candidate's website for more information. **(3 points)**

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- Thank her for her interest. Briefly describe the candidate. Direct her to the candidate's website for more information. Ask her if she has any specific questions that you can pass on to the candidate. Encourage her to visit the office. Take her contact information. Ask her if she is interested in volunteering, a lawn sign, etc. **(5 points)**

Critical Thinking and Problem-solving Skills

Q. Think of a situation from your past experiences when you had to make a decision between alternative solutions to a problem. Tell us about it.

Potential Probing Questions

- o How did you decide?
- o What actions did you take in making your decision?
- o Why?
- o How did it turn out?
- o Is there someone we can contact who can verify the events of this situation?

Responses

- Did not use logic and/or reasoning. Made decision without considering strengths and weaknesses, or did not make a decision. **(0 points)**
- Used logic and/or reasoning. Identified strengths and weaknesses of alternatives. **(3 points)**
- Used logic and/or reasoning. Identified strengths and weaknesses of alternatives. Performed post-assessment to identify areas for improvement. **(5 points)**

Communication and Problem-solving Skills

Q. Think of a past experience when you had to obtain and provide information to someone who was confused and hard to understand. Tell us about it.

Potential Probing Questions

- o How did you deal with the situation?
- o What actions did you take?
- o Why?
- o How did it turn out?
- o Is there someone we can contact who can verify the events of this situation?

Responses

- Lacked empathy. Showed boredom. Displayed impatience. Did not take notes. Did not obtain adequate/accurate information. Provided inappropriate service. Misinterpreted the problem. **(0 points)**

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- ☐ Showed empathy. Took notes. Obtained required information. Provided adequate information and service for problem resolution. **(3 points)**
- ☐ Showed empathy. Did not interrupt the person. Took notes. Asked probing questions to ensure their understanding. Obtained required information. Provided adequate information and service for problem resolution. Offered specific referral information. **(5 points)**

SECTION 3: POINTS ARE MULTIPLIED BY A FACTOR OF 3

Technological Skills

Q. What experience do you have with MS Office Applications?

Place a check mark in all the applicable boxes. (1 point each)

- ☐ MS Word
- ☐ MS Excel
- ☐ MS Access
- ☐ MS Outlook
- ☐ MS Explorer

Q. What experience do you have using the Internet to do research?

- ☐ No experience using Internet for research purposes. (0 points)
- ☐ Limited experience using Internet for research purposes. (1 point)
- ☐ Extensive experience using Internet for research purposes. (3 points)

Knowledge of guiding principles of NDP

Q. Describe your familiarity with the guiding principles of the NDP.

- ☐ Did not describe any familiarity with the guiding principles. (0 points)
- ☐ Described limited familiarity with the guiding principles. (1 point)
- ☐ Described moderate familiarity with the guiding principles. (3 points)
- ☐ Describe comprehensive familiarity with the guiding principles. (5 points)

Knowledge of Kitchener-Waterloo area

Q. Describe your familiarity with the Kitchener-Waterloo area.

- ☐ Did not describe any familiarity with the KW area. (0 points)
- ☐ Described limited familiarity with the KW area. (1 point)
- ☐ Described moderate familiarity with the KW area. (2 points)
- ☐ Describe comprehensive familiarity with the KW area. (3 points)

Additional Comments

END OF DOCUMENT

Your Input

We appreciate your input about this document. Please consider sending us your thoughts at your convenience.