Administrative Assistant Interview Questions

1. Tell us how your past educational and employment experience have prepared you for this job.

a. Please address the specific issues of accounting, producing promotional materials , customer service and office management.

b. Practical specifics: Explain your familiarity with QuickBooks; Microsoft Excel, Access and Publisher; Drupal; payroll; invoice preparation; and recording of meeting minutes

2. What are some things in your current job that you feel you have done particularly well, or in which you have achieved the greatest success, and why do you feel this way?

3. This position requires flexibility in hours, including availability on nights and weekends. Does this pose a problem for you? For instance, library board meetings start at 5pm on the 2nd Thursday of every month.

4. Describe how you deal with change, both planned and unforeseen. How do you handle stress and tight deadlines? For example, all library department have deadlines and this position is often handling requests for multiple departments at the same time.

5. Have you ever had to resolve a conflict with a patron or customer? How did you resolve it? When interacting with co-workers, how do you handle it when you disagree with someone?

6. What has been your experience in dealing with support organizations, such as Friends or other volunteer groups? How would you deal with volunteers who sometimes are not entirely dependable or reliable?

7. What is your working style? Do you prefer a great deal of instruction and feedback or do you like to figure things out on your own?

8. What is your familiarity with working on a service desk, such as the Circulation Desk or the Reference Desk?

9. Why do you want to work here at Sun Prairie Public Library? What makes this position desirable?

10. Can we contact your references? If offered the position, when can you start?