



[Insert position title here]

Interview Guide

INTERVIEW STRUCTURE

Before the Interview	<ul style="list-style-type: none"> Familiarize yourself with the interview questions. Review the candidate's application or résumé. On your evaluation pages, make note of any issues you need to follow up on. 	
Establish Rapport	<ul style="list-style-type: none"> Be friendly; introduce yourself; make small talk <i>"Hi! I'm _____. Please have a seat. I'm going to be conducting the interview. I was just going over your application."</i> 	
Communicate Expectations	<p>Let the candidate know what to expect</p> <p><i>"I'll be asking you about your previous work experiences, and I'd like your answers to be as specific as possible."</i></p> <p><i>"I will be taking notes."</i></p> <p><i>"Because our time is limited, I may occasionally ask you to move along more quickly."</i></p> <p><i>"Near the end of the interview, I will tell you more about the company and about the job."</i></p> <p><i>"I will leave time to answer any questions you may have."</i></p>	
Conduct the Interview	Warm up	2 minutes
	Work Experience	5 minutes
	Competency 1	7 minutes
	Competency 2	7 minutes
	Competency 3	7 minutes
	Competency 4	7 minutes
	Competency 5	7 minutes
	Close	3 minutes
	Complete Notes/Form	5 minutes
Tips to Help Stay Focused	<ul style="list-style-type: none"> Ask questions that are relevant to the job <ul style="list-style-type: none"> Avoid small talk that may be inappropriate Avoid broad questions that could get the discussion off-topic (e.g. 'Tell me about yourself') 	

	<ul style="list-style-type: none"> • Keep track of time to help the interview stay on schedule.
Closing the Interview	<ul style="list-style-type: none"> • Answer the candidate's questions about the job. • Let the candidate know next steps in the interview process • Thank the candidate for his/her time.
After the Interview	<ul style="list-style-type: none"> • Evaluate the Candidate • Review your notes, rank the response to each question • Meet with your interview team/partner to come up with an overview

EXPERIENCE AND SELF EVALUATION QUESTION

Tell us about your career path, what led you to accounting, and why you're interested in CCA.

BEHAVIOR-BASED QUESTIONS

TEAMWORK

TEAMWORK

*Can you tell us about your most recent experience working with a team? What was your role?
How did you interact with the other team members?*

Candidate Response

CLIENT FACING SKILLS

CLIENT FACING SKILLS

Describe a time when you had to interact with a difficult client. What was the situation, and how did you handle it?

Candidate Response

Candidate inquired as to our definition of “ Client”

LaDene asked him to decide

- Candidate defined his client as a student.
- Cited Importance of customer service.
- Defined tuition as the “ bread and butter “ of the institution
- Makes students feel welcome
- However, was vague / high level, in describing a situation that was difficult with a student, and how he solved it. His reference was to a student that seeks information re: their account (possible fin aid not being what they expected). Would contact Fin Aid.
- Candidate defined another client as donor.
- Cited our job to deliver assistance to donors
- However again vague / high level, in describing a difficult situation and how he solved it.
- Reference was to making sure that for the donor, “ you get it right and spend it right.” and get “ things done “ for the client.

ABILITY TO ADAPT**ABILITY TO ADAPT**

Please describe a time when your team or organization was undergoing some change. How did that impact you, and how did you adapt?

Candidate Response

COLLABORATION & COMMUNICATION**COLLABORATION & COMMUNICATION**

Can you tell us about a time you coordinated with a cross-functional team such as Business Service Office managers to improve services and processes. What was the issue? How did you collaborate? What was the result?

Candidate Response

PROBLEM SOLVING

PROBLEM SOLVING

The Business Service Office is charged with providing accounting services to our internal business partners. Can you discuss a time when you were unable to effectively provide service? What was the issue? How did you resolve it?

Candidate Response

MOTIVATION & VALUES

MOTIVATION & VALUES

Please tell us about your proudest professional accomplishment.

Candidate Response

CANDIDATE EVALUATION

CANDIDATE NAME: Clement Cheung

INTERVIEWER NAME: Jackie Craddock

RATING SCALE

1	Unable to give examples for most questions; responses were well below the standard
2	Responses indicate behaviors below the standard
3	Responses indicate behaviors above the standard
4	Responses indicate behaviors well above the standard

Overall Experience	1	2	X	3	4
Teamwork	1	2	X		4
Client Facing Skills	1	X		3	4
Ability to Adapt	1	2	X		4
Collaboration & Communication	1	X		3	4
Problem Solving	1	X		3	4
Motivation & Values	1	2	X		4
Overall Score	1	2	X		4

ADDITIONAL COMMENTS:

I think he has the experience, but I'm not sure about how well he can communicate with everyone.

