Interview Questions for Student Workers

The following list of interview questions is intended to be a resource for you as you interview perspective student workers. The questions are organized into categories based on a number of key core competencies most supervisors find essential in a potential worker. Please feel free to use variations of the questions provided and craft some of your own! If you’d like further assistance or coaching on how to conduct student employment interviews, please do not hesitate to contact the Staffing Manager in the Human Resources offices.

Schedule & Availability

- Have you completed the work scheduler form with your current class schedule?
- How many hours are you looking to work in this position?
- Do you have any other student worker positions? If so, how many hours do you work for other departments? *(Remember: The max is 20 hours/week combined for all on-campus work)*

Communication Skills

- Tell me about a time you felt you provided excellent hospitality or customer service (could be to internal/external customers or colleagues) in a professional setting.
- What is your preferred communication style? How do you like to receive work order and supervisor feedback? How frequently?
- Tell me about a time you were able to resolve a problem or complaint using effective communication. What strategies did you use?

Organizational Skills

- Have the jobs you held in the past required little attention, moderate attention, or a great deal of attention to detail? Give me an example of a situation that illustrates this requirement.
- How do you track your successes and failures throughout the completion of a project?
- Give an example of a time when you had to reprioritize tasks/duties to meet conflicting expectations or deadlines?

Project Management Skills

- What experience do you have managing a budget?
- How do you handle working on multiple projects at the same time? Give an example.
- What strategies have you implemented in the past to make coordination with other people or teams run smoothly to achieve a project deadline?
Supervisory Skills
- What is your experience managing a staff? What is your supervisory style?
- Do you have experience creating a work schedule for several employees? Tell me about your strategies for ensuring fairness and appropriate work coverage.
- Tell me how you would deal with a difficult employee who is not following expressed guidelines of performance?

Computer/Technological Skills
- What computer software do you have the most experience using? Microsoft Office Suite, internet research, Skype, Google Office, etc.
- What experience do you have with internet research and/or social media?
- Are there any software programs or computer applications where you do not feel confident? What is your comfort level in learning new things on the computer?

Resourcefulness
- Describe a time when you anticipated potential problems and developed preventive measures.
- How do you go about gathering information using complex requirements? Give an example.
- How do you know when you need to seek additional help on a project you’re responsible for? How do you go about getting that additional information?

Critical Thinking Skills
- Tell about a time where you saw a need to improve a process. What was your approach to work towards streamlining?
- Tell me about a time you discovered a need others did not. How did you go about finding a solution for the problem?
- How do you manage and/or respond to constructive criticism on a project or job?

Physical Requirements
- What chemicals have you used? Any sensitivities or allergies to any particular cleaning chemicals?
- Do you have any weight lifting restrictions? Or, are you able to comfortably lift ____ lbs?
  (Enter weight no heavier than 75 pounds)
- Are you able to perform the physical requirement of this job?
  (Bending, twisting, lifting arms above head, crouching, standing or sitting for long periods of time, etc.)