

Student Assistant Sample Interview Questions

Please note that departments *may or may not* ask questions from this list. The overall goal is to prepare you to discuss your abilities and knowledge with the hiring manager and other department representatives.

General Questions

- What interests you most about this position?
- What has been your biggest accomplishment to date?
- What are your greatest strengths?
- What are your greatest areas for improvement?
- What are you hoping to learn from your position on campus?

Customer Service

- How would you define good customer service?
- Tell me about a time you had to handle an upset customer, what was the outcome?
- Give an example of a time you went beyond your job duties to make a difference.
- How do you handle working in a fast-paced environment with constant interruptions?

Communication

- Tell me about a time you had to adjust your communication style to accommodate a customer or coworker.
- Describe a time you had to present an idea to others and how you handled the presentation.
- Describe a time you had to communicate difficult or uncomfortable information to someone.

Accountability

- Give an example of a time when you took on more work than was required of you to assist your team.
- Tell me about a time you were asked to complete a task but didn't have the necessary tools or knowledge to do so, what did you do?
- Tell me about a time you exceeded your goals or expectations, and a time when you missed your goals or expectations.
- Tell me about a mistake you've made in the workplace and how you handled the situation.

Teamwork & Leadership

- Tell me about a time when you had to rely on others to complete a project or solve a problem, how did you keep those around you accountable and how did it turn out?
- Describe a situation where you've had to take the lead of a group, how did it go?
- Describe a situation when you were part of a group that did not work well together, how did you learn from that situation?
- Do you feel you are better as an individual contributor or a team contributor? Which do you prefer and why?

Technological Literacy

- Tell me about the technology and programs you currently use and your proficiency level.
- What is your experience with Microsoft Office: Word, Excel, Power Point, etc.?

