



Required Interview Question Form

Directions:

The following are questions to help find members with certain strengths and abilities that are beneficial in service. Please at least ask the ones in red, as they were chosen based on trends of member performance and the answers should help with your selection decision. There is also guidance below on how to ask questions regarding reasonable accommodation. Other additional questions are there for your benefit to choose from as you need, based on the skill sets you are looking for in your member.

Required Interview Questions

- Are you eligible for rehire in your last job? Yes or No
- Why did you leave your last job?
- Describe a time when you made a mistake at school, service or work. How did you handle this situation?
- Tell us about a time you had to follow through on a difficult work assignment. What was difficult? How did you complete the task?
- Describe a time when you had to deal with a difficult boss, co-worker or customer. How did you handle this situation?
- On a rating scale of 1-10, with 10 being the highest, how good are you at following through with your job assignments? Give us an example that illustrates your rating.
- How would your last supervisor describe your dependability?
- Why have you chosen to serve now?
- Have you served in a national service program before? If so, could you please provide a name and contact information from where you served?

Reasonable Accommodation Guidance (taken from SHRM and DOL)

Do not try to imagine how you would perform a specific job if you had the applicant's disability. He or she has mastered alternate ways of living and working. If the applicant has a known disability, either because it is obvious or was revealed by the applicant, you may ask the applicant to describe how he or she would perform the job. You may ask about prior attendance records.

Resource from the Department of Labor on Interviewing Applicants with disabilities:

<https://www.dol.gov/odep/pubs/fact/focus.htm>

Potential Additional Interview Questions

(Optional to choose from as needed)

Respectfulness

- What do you do when your supervisor says something that you think is a little offensive?
- How do you react to constant interruptions?

Punctuality

- Do you work better by the hour or by the project?
- What do you do when you have car trouble in the morning?

Responsibility

- When you do not have enough time to get all of your work done for the day, how do you handle it?
- What is the biggest project you ever managed?

Dependability

- What's the difference between a good reason and a bad reason to miss work?
- Do you have any problems with working over 8 hours a day when needed?

Resourcefulness

- Tell me about a time when you were having trouble solving a problem. How did you handle it?
- If I told you that you had 100 dollars to spend, and only 100 dollars to advertise a product you believe in, what would you do?

Initiative

- How did you hear about our company and what we do?
- If you ever found you had completely finished your work, what would you do?

Diligence

- How many times would you repeat yourself if you had to keep showing a new trainee how to do something?
- What would you do if one of your customers said that they would never come back?

Thoroughness

- When you are faced with something extremely difficult for you, are you more likely to plow through it, ask for help, or move on to the next thing on your list?
- Do you think that multi-tasking helps you or hurts you? Why?

Flexibility

- Have you ever been cross-trained? Do you think it works?
- What's the longest time you ever had to cover for a sick coworker?

Determination

- What was the worst problem you ever had on the job, and how did you work through it?
- How do you handle it when you're having trouble learning something new?

Persuasiveness

- If you're training a new co-worker, what do you do when they don't seem to be on board with the task?
- What's the best way to get a stubborn coworker to collaborate on something?

Patience

- If you're training a new co-worker, what do you do when they're having trouble understanding something?
- What is your first reaction when a customer gets upset with you?