

Sample Interview Questions

Sample Interview Questions for Administrative Assistant Positions



Introduction

Successful interviews are all about asking the right questions. As the interviewer your job is to take the lead. When interviewing for administrative assistant positions, the most suitable candidate will demonstrate technical expertise, strong organizational, interpersonal, and communication skills, and the ability to problem-solve, prioritize tasks, and meet multiple deadlines.

Beyond a few general questions at the start of the interview, most questions should be a combination of behavioral and situational questions. Behavioral questions are centered on conduct in past work situations while situational questions are hypothetical and focused on the future. In combination you should get a good sense of past and future performance.

Select a few general questions followed by several behavioral and situational interview questions from

the lists provided that are most relevant to your position and modify the questions as appropriate for your position. These questions will enable you to evaluate the candidate's experience, technical abilities, and interpersonal skills necessary to be successful in your administrative role. Be sure to ask all candidates the same questions to better evaluate who the best fit for your organization would be.

General Interview Questions

1. Tell me a little about yourself.
2. What attracts you to an administrative career?
3. What skills do you believe are most important in an administrative role and why?
4. What do you see as the most challenging part of an administrative role?
5. How would your former/current bosses describe your ability to manage them?
6. What type of supervisor brings out your best performance?
7. Walk me through a typical day in your current/ most recent position.
8. How many calendars have you managed?
9. What's your capability with travel coordination? With expense reports?
10. How do you handle stress and deadlines?
11. Why are you interested in this particular administrative position?
12. What's your preferred office environment?
13. What do you know about this company?
14. What are your greatest professional strengths and weaknesses?
15. Where do you see yourself in five years?

Behavioral Interview Questions

1. Organization and attention to detail are important qualities in an administrative role. Give examples of how you demonstrate these qualities.

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2. This position requires frequent use of (specific software program). What is the latest version of this software that you've used? What advanced functionalities are you familiar with? Give me examples of how you've used (the software program) on the job.
3. Tell me about a time you had to prioritize a heavy workload, how did you approach it?
4. Tell me about a time when you had to support a large team. How did you go about it? Were you successful?
5. Tell me about your most challenging customer (internal or external). How did you satisfy that person?
6. Describe a complex project you had to manage recently. What was your approach?
7. Give me an example of how your experience as an administrative assistant has gone beyond the scope of pure administration.
8. Describe a situation in which discretion was needed in your role and how you handled it.
9. Give an example of when you had to change your approach to a project because the initial one failed.
10. Tell me about a time you had to think outside the box to solve a difficult problem at work.
11. Share a piece of constructive feedback a manager has given you. What adjustments, if any, did you make because of that feedback?
3. You're assigned to multiple managers in your new role. How do you juggle each person's priorities?
4. How would you handle receiving criticism from a coworker?
5. You're working on a project with a tight deadline, but you find that you're unable to complete your section because your coworkers and your supervisor are unavailable to answer a few key questions. How do you deal with the situation?
6. This job requires you to spend some time answering phones. How would you handle multiple lines and high volumes of incoming calls?
7. How do you go about getting the information you need to understand a problem and decide on a possible solution?

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Situational Interview Questions

1. How would you approach a situation in which you were given a task but didn't receive complete instructions?
2. You've been assigned a major project and are halfway through when you realize that you've made a mistake that requires you to go back to the beginning to fix it. How do you handle that while still trying to make your deadline?