Interview Questions Guide

For UW Facilities Employees

*Use the ready-made questions sets below to build your interview question list quickly and easily.*

*We strongly encourage selecting questions from each section below to produce a balanced interview that mirrors UW Facilities values. You can choose more questions than each section recommends, especially if you find that your interviews tend to run shorter.*

*Remember to provide good customer service to your candidate by giving them good communication before the interview (including directions, what to expect, how long the interview should take, etc), and by providing a warm and welcoming greeting and introduction to the interview panel before getting started.*

**Opening Questions**

*Use one or more questions from this collection to set the candidate at ease and get the interview started.*

1. What interested you in this position?

2. Please tell us why you want to work at the UW and what skills or qualities you would bring or add to the organization?

3. Give a brief overview of your education and work experience that have prepared you for this position.

4. What made you decide to apply for a role at the University of Washington?

5. Tell us about some of your accomplishments of which you are especially proud.

**Respect**

*Choose 2 or more questions from this collection to understand how the candidate works with others, including how they embed diversity, equity, and inclusion into the work they do (questions #1-7).*

1. Briefly explain how you would promote and support diversity in the workplace.

2. What do you consider to be the most important skills for successfully working in a diverse environment and why?

3. Explain what valuing diversity in the workplace means to you and give us an example of your experience working in and with a culturally and ethnically diverse group.

4. If you observe behavior that you know to be unacceptable in the workplace, such as racially or sexually inappropriate language or harassment, how would you respond to the situation?

5. What have you done in the past three years to build your skills for working in a diverse work environment?

6. What is your approach to understanding the perspective of people with backgrounds that are different from yours?

7. What have you recently learned about unconscious bias or systemic racism/sexism? What would you like to learn?

8. If you overheard or witnessed a staff member talking negatively about another staff member, what would you do?

9. How do you display integrity every day?

10. Please tell us about your experience interacting with clients, and particularly a dissatisfied client.

11. How would you handle a situation where a customer uses abusive language towards you or a co-worker?

12. You are assigned to do work in a very busy lab containing lots of sensitive work. The client is fearful that your work will disrupt lab activities. How will you proceed?

13. How do you handle situations where the customer frequently changes their mind regarding what they want done?

14. When you are dealing with co-workers or customers, what really tries your patience and how do you deal with that?

15. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

16. Describe a situation when you encountered an irate coworker. How did you handle the situation and what was the outcome?

17. Please give us some examples from your background when you have coordinated with people to resolve issues and solve problems where you may or may not have had total authority.

18. How do you deal with rules/regulations you personally disagree with?

19. What would you do if you disagreed with an assignment or direction given to you?

20. What are the important qualities a person should have to be an effective team member?

21. Describe the best supervisor you’ve worked for and what made them the best and also describe the worst supervisor you’ve worked for and what made them the worst.

22. Describe your expectations of an effective working relationship between you and your lead or supervisor.

23. Describe a time when you had a problem with your supervisor and had to talk to them about it.

24. Give an example of when you have had to work with someone with whom it was difficult to get along. Describe the situation and tell us how you handled it.

**Service**

*Choose 2 or more questions from this collection to understand how the candidate provides customer service, is accountable, and seeks to improve, learn, and grow .*

1. How do you effectively communicate with others?

2. What do you consider to be important factors or skills relating to successful client relationships?

3. What are some of the ways to measure customer satisfaction?

4. What contributions have you made to your current job/employer to improve productivity?

5. Describe an example of a time when you provided excellent customer service by going beyond your primary job responsibilities.

6. Give an example of a situation you handled which demonstrates superior customer service.

7. What do you do to keep the client informed regarding the status of the job?

8. What steps are you taking to upgrade your skills, learn new ones, and keep up-to-date with new technology?

9. Give some examples of things you have done in your current or former job to contribute to a successful teamwork environment.

10. What are the characteristics of a successful team?

11. If we called your current or former co-workers and asked them about your strengths and weaknesses, what would they say?

12. How would you deal with an angry customer if the problem was something you did or caused? What would you do if the problem was not caused by you?

13. How would you describe your learning style? Do you prefer to read manuals, attend training classes, or receive hands on training, and why?

14. How do you handle criticism from coworkers, supervisors and clients?

15. Tell us about a time when you needed cooperation from a coworker in order to get your job done, but you had no authority over this individual. What did you do to gain this person’s cooperation?

**Value**

*Choose 2 or more questions from this collection to understand how the candidate balances priorities and uses data to inform decisions. Technical, job specific questions (such as knowledge of specific tools, computer software, or processes) fit well within this category and the next.*

1. As you approach a job task, what do you consider in order to prioritize your work?

2. Describe the steps that you would take to plan a project and the information you need before putting together a schedule or estimate.

3. Describe any experience or problems you have had completing work within a budget and tell us how you would ensure that jobs assigned to your crew did not go over budget.

4. How do you budget your time so projects are completed within an allotted time frame?

5. Describe a situation where you had too many things to do in the time available. What happened and how did you handle it?

6. Tell us about something new you developed on a previous job, like a process or procedure related to your trade/field that you are particularly proud of and why.

7. What experience have you had working independently on complex job assignments, which may involve planning the project, ordering parts, troubleshooting, testing and repair?

8. In every work environment there are multiple priorities. Please give some examples of situations in which you have dealt with competing priorities and what the outcomes were.

9. Along with your other assignments, you’ve been given a rush assignment that has to be done. What adjustments or considerations will you make in trying to complete the rush assignment?

10. You arrive at a job to find that the client knows exactly what they want and how they want it done. This differs from your instructions. How will you proceed?

**Stewardship**

*Choose 2 or more questions from this collection to understand how the candidate provides quality work and how they incorporate safety into their work. Technical, job specific questions (such as knowledge of specific tools, computer software, or processes) fit well within this category as well as the prior one .*

1. What technical skills do you think you have that make you the best person for this job?

2. What do you consider to be your strongest and weakest professional/technical skills?

3. When you assess the quality of your completed work and find a mistake, how do you proceed?

4. How have clients, supervisors and coworkers described the quality of your work?

5. Describe something you have done or created in a previous position that you are proud of and believe reflects the qualities you would bring to this position.

6. Describe how you make safety a part of the work that you do.

7. What knowledge and practical experience do you have with WISHA and OSHA regulations?

8. Give us examples of some major hazards in your trade, what you do to protect yourself and others, and how you have set an example for your coworkers.

**Leadership**

*If you are interviewing for a leadership position, choose several questions from this collection. Some of these questions may replace questions from other sections. You can skip this section if the position is not in leadership.*

1. Why do you want to become a lead/supervisor?

2. What do you believe is the most important responsibility of a lead or supervisor?

3. What is the most important quality a lead/supervisor should have?

4. Describe your leadership style.

5. What do you find most rewarding or gives you the most satisfaction about leading or supervising others?

6. As a leader, you observe an employee say or do something inappropriate, such as make a sexists or racist comment. How do you handle that situation?

7. Tell us about a time when you made one of your direct reports feel a sense of inclusion and belonging?

8. When you see an employee working in an unsafe manner, how do you react?

9. What qualities do you look for in selecting new employees?

10. An employee complains that you gave another employee a benefit that they did not receive and that this is not fair. How will you handle this situation?

11. You assign two employees to a two-person job. One of the employees complains to you that they do not want to work with the other person because they are bossy, they do not do good work and that they never get back from breaks on time. What do you do?

12. Two employees come to you about a verbal disagreement. One says the incident happened one way, and the other employee has a different story. There are no other witnesses. What will you do?

13. You have an exemplary employee who suddenly starts coming in late. How will you handle this situation?

14. A customer calls and complains that a certain employee has been rude and abrupt with him. What actions will you take?

15. What would you do if an employee didn’t do the work as you instructed?

16. How do you ensure that employees under your direction follow the University of Washington rules and regulations?

17. An employee has a tendency to criticize your methods of work. As a lead or supervisor, how do you deal with this?

18. You have an employee who is consistently late getting to the job site, takes long breaks, and leaves the job site or shift early. What do you do?

19. You have just given an employee a poor performance evaluation. The employee is upset and strongly disagrees with you. What do you do?

20. Give an example of a situation in which you managed or led a work group and were able to create a high morale and highly productive team.

21. Describe a time when you had difficulty getting others to work together and how you handled it.

22. What was the most difficult decision you’ve had to make as a supervisor/lead? Explain what happened.

23. Have you led or supervised any employees with performance problems? What did you do to correct the problems?

24. What are some good guidelines to keep in mind when directing employees?

25. In what instances are written communications better than verbal communications?

26. What do you think is the most difficult aspect of supervising others?

27. Tell us about your experience working with employees in a Contracted Bargaining Unit or union.

**Closing Questions**

*Once you have completed the questions from your established set, ask your interview panel if they have any follow up questions. Once that is complete, ask the candidate if they have any questions.*

*Once you have answered the candidate’s questions, inform them of the next steps and when they should expect to hear from you (regardless of the outcome), and be sure to thank them for their time.*

*Last but not least, make sure your interview panel has a diverse set of perspectives and backgrounds. Interviewing is always a challenge, but we make better decisions when more voices are included.*