

Interview Questions Guide for the Administrative Support Manager

Section 1: Instructions for using the Interview Questions Guide during the Interview

- Start by explaining the purpose of the technical and behavioral competency questions to the candidate. Let them know that the questions are designed to assess their knowledge and experience in technical recruiting, as well as their soft skills and personal qualities.
- Review the technical and behavioral competency requirements for the role outlined in the Table in Section 2(Left column of the table). This will help you to determine which questions to ask the candidate during the interview.
- Use the interview questions provided in Table contained in Section 2 of the template to assess the candidate's technical and behavioral competencies separately. You may ask follow-up questions or clarify any points if needed.
- Begin with the technical competency questions. These questions should focus on the candidate's technical skills and experience in using recruitment software/systems, analyzing recruitment metrics, and hiring candidates in highly technical fields. Ask the candidate to provide specific examples of how they have used these tools and processes in their previous roles.
- After asking the technical competency questions, move on to the behavioral competency questions. These questions should focus on the candidate's soft skills and personal qualities, such as teamwork, initiative, adaptability, confidentiality, communication, research, and analysis. Ask the candidate to provide specific examples of how they have demonstrated these skills in previous roles.

- Use a mix of open-ended and situational questions to assess the candidate's technical and behavioral competencies. Open-ended questions allow the candidate to provide more detailed answers, while situational questions can help to gauge the candidate's ability to handle specific scenarios.
- Take notes during the interview to record the candidate's responses to each question. This will help you to compare candidates and make an informed hiring decision.
- At the end of the interview, summarize the candidate's strengths and areas for improvement based on their responses to the technical and behavioral competency questions. This can help to guide your decision-making process and ensure that you hire the most suitable candidate for the role.
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- At the end of the interview, thank the candidate for their time and let them know when they can expect to hear back from you regarding the hiring decision.

Section 2: Interview Questions For Administrative Support Manager

Interview Questions For Assessing Technical Competencies:

To assess these competency indicators	Ask these questions
• Communicates effectively in writing and verbally to convey information clearly. • Proficiently uses Microsoft Office and relevant software to complete tasks. • Applies knowledge of administrative processes and procedures to improve efficiency.	• Can you give an example of a time when you effectively communicated information in writing and verbally to convey complex information clearly to a team or stakeholder? • How have you utilized Microsoft Office and other relevant software to streamline administrative processes and improve efficiency? Can you give

Leads project management initiatives to successful completion.	an example of a project or task you completed using these tools? - How do you apply your knowledge of administrative processes and procedures to improve operations and achieve organizational goals? Can you give an example of a time when you did so? - Can you walk me through a project management initiative that you led to successful completion? How did you manage the project timeline and ensure the team's objectives were met? - What are some tools and techniques you use to manage projects and ensure successful outcomes? Can you give an example of how you have utilized these techniques in your work?
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Interview Questions For Assessing Behavioral Competencies:

To assess these competency indicators	Ask these questions
- Exhibits strong leadership and management skills to guide and motivate a team. - Collaborates effectively within a team and independently to achieve goals.	- Can you describe a time when you effectively led and motivated a team to achieve a challenging goal or complete a complex project? How did you approach leadership and motivation? - How do you collaborate effectively within a team to achieve goals and

- Uses problem-solving and decision-making skills to resolve issues proactively.
- Provides excellent customer service orientation to internal and external stakeholders.
- Prioritizes tasks effectively to meet deadlines and manage time efficiently.

objectives? Can you give an example of a successful collaboration effort and your role in it?

- Can you describe a situation where you used problem-solving and decision-making skills to resolve an issue proactively and achieve a positive outcome? What was the outcome and how did you arrive at your decision?
- How do you ensure excellent customer service orientation to both internal and external stakeholders? Can you give an example of a situation where you demonstrated this orientation?
- How do you prioritize tasks and manage your time efficiently to meet deadlines and achieve objectives? Can you describe a situation where you successfully managed your workload and met all deadlines?