

Sample Interview Questions By Classification

Job-specific interview questions assess a candidate's knowledge and skills. These questions are designed to determine if candidates have the knowledge and skills needed to perform the job successfully. We have assembled a comprehensive list of sample job-specific interview questions, separated by classification.

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Accounting Series

- Please describe your experience in Accounts Payable/Receivable/General Accounting.
- How many invoices have you handled on a monthly basis?
- What steps would you take before approving an invoice for payment?
- Tell us about an invoice discrepancy that you discovered and how you resolved it.
- Please describe your experience with collections.
- You have been asked to prepare a bill for services. What information should be included in the bill?
- Please describe your experience with audits.
- Which accounting applications are you familiar with?
- Describe the advantages and disadvantages of different accounting packages you have used in your most recent accountant jobs.
- Describe any accounting process that you have developed or sought to improve.
- Describe a time when you helped to reduce costs at a previous accounting job.
- Describe a time when you had to use numerical data or a graph to convince a manager.
- Describe a time when you had to work exceptionally hard to provide great service to a customer or client. What did you do and what was the outcome?
- Describe a time when you faced a particularly demanding deadline to prepare a financial statement or report. How did you react? What was the result?
- How do you ensure that you do not forget details and ensure accuracy when you prepare monthly journal entries, record transactions, etc.?
- Describe a time when you had to explain a complex accounting issue to someone with without an accounting background. How did you help your audience understand the situation?
- What do you consider to be the biggest challenge facing the accounting profession today?

Administrative Support Series

- Describe your previous experience as an administrative support assistant or coordinator.
- What role does an administrative assistant play in a customer's first impression of an organization?
- What motivates you to do administrative work?
- What do you do to keep up in a fast-paced work environment?
- What, in your opinion, are the key ingredients in customer service? Give examples of how you made these work for you.
- Give a specific example of a time when you had to address an angry customer. What was the problem and what was the outcome? How would you asses your role in diffusing the situation?
- What have you done to improve relations with your customers?
- What steps can you take to establish a "customer first" attitude in the organization?
- How do you keep your daily schedule organized?
- What computer skills do you have and what programs are you comfortable using?
- Please describe your experience using a phone with multiple lines and handling a high volume of telephone calls.
- Please describe your experience completing tasks in a fast-paced and deadline-driven environment.
- In this position, you may be responsible for supervising two or three other employees. Please describe your supervisory experience.
- How many employees did you provide administrative support to in your previous position?
- How many people on average did you interact with on a daily basis at your last job?
- Have you needed to handle sensitive or confidential tasks in the past?
- How do you prioritize calls, clients, deliveries, and other issues that must be addressed immediately?
- How do you keep your daily schedule organized?
- Tell me about a time that you had to multitask at work.
- Please describe your experience working in a team environment.
- What contributions have you made in your current/most recent position to increase revenues, reduce costs, and save time?
- Tell me about a time that you went above and beyond at a previous job.

- How do you go about establishing rapport with a customer? What have you done to gain their confidence? Give an example.
- What is your greatest strength and how will it help your performance in this position?
- What is your greatest weakness or area for opportunity?

Budget Analyst

- What is your experience with purchase requisitions and chart of accounts?
- Describe your experience with PS Financials and Human Resources, including queries and DataWarehouse reporting.
- How do you ensure that budget estimates are complete, accurate, and confirm to procedure?
- Describe your ability to independently verify, investigate, follow-up and resolve errors and discrepancies.
- Share an experience in which your review of budgets helped you discover trends that affect budget needs.
- What experience have you had in developing a budget?
- What is the key to a successful budget?
- What are the steps involved in preparing a budget?
- Have you conducted a budget review?
- Why is it that the direct salary paid to an employee does not represent the total cost of the employee to the organization?
- Your expenditures for office supplies have increased by 50% over the past two years. What steps will you take to determine the reason for the increase?
- You have been asked to reduce the training budget. Please describe the steps that you would take to reduce and control the expenditures.
- What are the factors involved in a cost/benefit analysis?

Business / Administrative Analyst

- Give an example of a project you managed that best describes your organizational skills and what your methodology is for managing a project. What was the result of the project?
- Describe a mistake or professional decision that you have made that did not turn out well. What happened? How did you deal with the consequences?
- Describe your experience in working independently to solve problems. What process do you go through before asking for help?
- Describe your ability to work well under pressure, tight time constraints with competing deadlines, frequent interruptions and your process for determining priorities.
- Please describe the steps you take to manage your work with little to no supervision.
- What analysis techniques and methodologies have you found to be the most effective and why?
- What experience have you had in preparing reports for management?
- What experience have you had in collecting data and writing reports based on that data?
- Tell us about an analysis that you have performed and the recommendation(s) that you made as a result of your analysis.
- How would you go about making sure that the staff within the college are properly trained to effectively manage their roles? How would you work with college personnel to ensure clear communications?
- Tell us about your experience in developing procedure manuals.
- Tell us about the steps you take when approaching a project.

Human Resources Series

- Describe the HR functions that were under your leadership and control in your most recent HR job.
- What are your favorite components of the overall HR role? What do you enjoy doing the most?
- Please discuss a time when an employee came to the HR department with a complaint about his or her manager. How did you investigate the complaint and help the employee solve the problem? How did the story end?

- Describe the work environment that you developed for people in your last HR position. What were the key characteristics of the work environment that you were trying to maintain and reinforce?
- What do you think are the most important roles of the HR department in relation to employees in an organization?
- What is the role of the HR department in creating the company's work environment for people?

Information Technology Series

- What development tools have you used?
- What languages have you programmed in?
- What source control tools have you used?
- What are your technical certifications?
- What do you do to maintain your technical certifications?
- From the description of this position, what do you think you will be doing on a day-to-day basis?
- What challenges do you think you might expect in this job if you were hired?
- Give an example of where you have applied your technical knowledge in a practical way.
- How did you manage source control?
- What did you do to ensure quality in your deliverables?
- Describe a time when you were able to improve upon the design that was originally suggested.
- How much reuse do you get out of the code that you develop, and how?
- When is the last time you downloaded a utility from the internet to make your work more productive, and what was it?
- What have you done to ensure consistency across unit, quality, and production environments?
- Compare and contrast REST and SOAP web services.
- Define authentication and authorization and the tools that are used to support them in enterprise deployments.
- How do you enforce relational integrity in database design?
- You have learned that a business unit is managing a major component of the business using Excel spreadsheets and Access databases. What risks does this present, and what would you recommend be done to mitigate those risks?

Management Personnel Plan (MPP) Series

- Tell us about a time when you initiated a people process or program that was successful in your organization. Why did you believe your organization needed the program? What steps did you take to initiate and develop the program?
- Have you ever championed a process or a program that failed to take hold in the organization? What steps did you take and how would you change your approach the next time so that your organization would integrate the initiative?
- Tell us about a time when you influenced the outcome of a project by taking a leadership role.
- Using a specific example of a project, tell how you kept those involved informed of the progress.
- Tell us about a training program that you have developed or enhanced for your subordinates.
- Give an example of a time in which you felt you were able to build motivation in your co-workers or subordinates at work.
- Give an example of your ability to build motivation in your co-workers, classmates, and even if on a volunteer committee.
- Have you ever had difficulty getting others to accept your ideas? What was your approach? Did it work?
- Have you ever been a member of a group where two of the members did not work well together? What did you do to get them to do so?
- What is the toughest group that you have had to get cooperation from? Describe how you handled it. What was the outcome?
- How do you coach an employee in completing a new assignment?
- What do you do when a subordinate comes to you with a challenge?
- What have you done to help your subordinates to be more productive?

- What have you done to make sure that your subordinates can be productive? Give an example.
- What have you done to develop your subordinates? Give an example.
- What have you done to improve the skills of your subordinates?
- What was your biggest mistake in hiring someone? What happened? How did you deal with the situation?
- What was your biggest success in hiring someone? What did you do?

Public Affairs / Communications Specialist Series

- Please give an example of your most impactful public relations writing and how you judged it to be successful.
- Do you have any current contacts with Fresno-area media? If so, please give examples and how you went about building those relationships.
- What special skills or insights do you believe that you would bring to this role, given your understanding of the position's requirements?
- Who do you see as your constituents and how would you go about building relationships with those varying constituents?
- What social media platforms have you used in prior positions and how did you implement those platforms to speak to a variety of audiences?
- How would you go about prioritizing multiple projects/stories?
- Tell us about a professional mistake that you have made, how it was corrected and what you learned.
- Describe a time you had to manage negative media attention.
- What media outlets do you follow and why?
- Tell us about a time when you had to be creative in the workplace.
- Describe your writing style and an example of when it was successful.
- What opportunities do you see for Fresno State to improve our communication strategies?

Student Services Professional (SSP) Series

- Fresno State very much reflects the diversity of our service region, the central Valley. Please describe your experience advising and supporting students from diverse backgrounds?
- You have an advising appointment with a Returning Student who last attended college in 1997 and wants to return to complete their degree. What steps would you take to help this student get back into school?
- What steps can you take to establish a "student first" attitude in an advising office?
- Describe your experience working with academically at-risk students in higher education and please give specific examples.
- You meet with a current student who is a Political Science major and wants to get into the Law Enforcement field when she graduates. The student wants to know if Political Science is the right major for her career goals. How would you advise this student?
- A parent calls the office to get information regarding their child's degree progress, and is irate because she has been transferred to three different departments and cannot get anyone to answer her question. How will you handle the call?
- Please provide examples of retention intervention strategies in working with college students.
- What role does a peer mentor program play when it comes to student engagement and retention?