



Educational Support Professionals Unit
OSSTF District 25 Ottawa-Carleton

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Position: Elementary Office Administrator **Prepared by:** Bonnie Cheung
Competition: _____ **Date:** May 2011

The following are anticipated questions prepared by the ESP Bargaining Unit to assist members in the interview process.

Organizational & Management Skills

- Plans and manages workload and is aware of colleague's commitments, constraints, and timelines;
- Completes projects, assignments, and tasks, in order to meet established deadlines;
- Demonstrates ability to continuously value and prioritize conflicting demands to meet important and not just urgent needs;
- Utilizes resources (materials, labour and staff) effectively and efficiently;
- Adapts to and manages change;
- Understands the role of technology as it relates to the position and how it affects the management of his/her work;
- Recognizes when and how to make a decision; consults appropriate resources and data in order to make a firm, fair and objective decision;
- Assumes responsibility for making decisions.

Question:

1. In this position, you are often required to multi-task and meet concurrent deadlines. Please illustrate your strength by giving us an example of when you were able to prioritize multiple and conflicting demands. What tools do you use to keep yourself organized?

Comments by candidates which give supporting evidence:

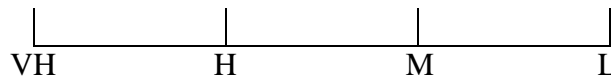
Comments by candidates which give contradicting evidence:

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2. Tell us a time when you assumed responsibility in making an important decision in the workplace. What were the circumstances, what decision(s) did you make and what were the results?

Comments by candidates which give supporting evidence:

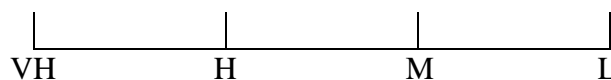
Comments by candidates which give contradicting evidence:



3. Give us an example of how you were able to recognize the needs of a co-worker and provided support to meet timelines. What did you do and what were the results?

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



Communication

- Demonstrates diplomacy and sensitivity in communication with a variety of audiences;
- Communicates effectively orally and in writing for a variety of audiences;
- Communicates in a timely and appropriate manner;

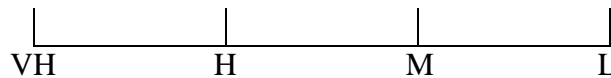
- Demonstrates effective listening skills by using appropriate non-verbal cues and seeking clarification;
- Understands the need and follows appropriate communication protocol;
- Establishes a network of contacts/processes/strategies to facilitate communication;
- Establishes communication strategies using a variety of methods as appropriate;
- Creates an environment that fosters open-communication;
- Understands and respects the need for confidentiality where appropriate.

Question:

4. Give us an example of how you have successfully provided explanation to a student/staff member. What do you perceive are the important communication skills for someone to be successful in this position and why?

Comments by candidates which give supporting evidence:

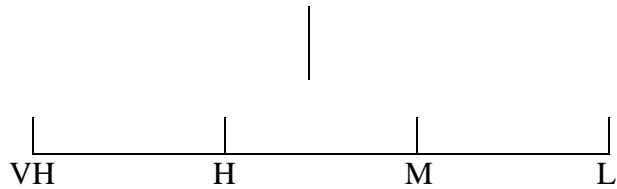
Comments by candidates which give contradicting evidence:



5. How do you ensure that all the office support staff at the school receives the same information from the Director, Senior Staff and school administration? What systems will you put in place?

Comments by candidates which give supporting evidence:

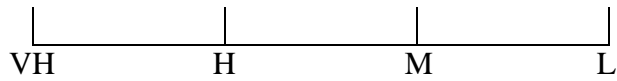
Comments by candidates which give contradicting evidence:



6. One of the duties of the Office Administrator is to deal with students and their parent(s)/guardian(s) in a sensitive manner. Tell us how you have demonstrated sensitivity in your communication with a student or parent.

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



Interpersonal Skills

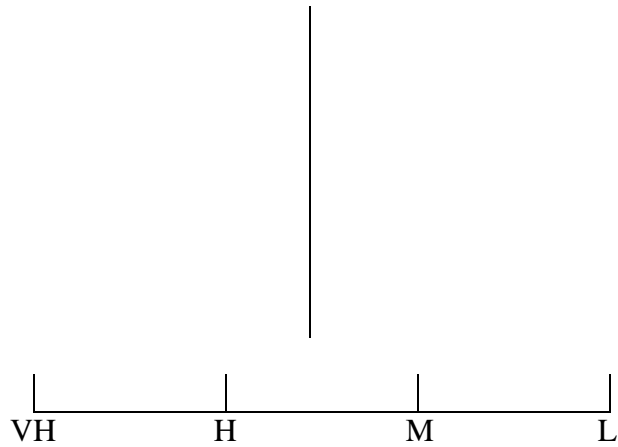
- Interacts positively with students, staff, colleagues and the public;
- Promotes a positive work environment and builds positive relationships;
- Works well with others to achieve a common goal;
- Fosters and supports a mentoring environment;
- Demonstrates the application of forthrightness, honesty and ethics in relationships and work;
- Demonstrates tact and discretion in all interactions;
- Demonstrates the ability to use conflict resolution skills with respect and sensitivity;
- Shows respect for individuals and diversity.

Question:

7. What have you done to contribute positively to the workplace? Please be specific about what you did and the results.

Comments by candidates which give supporting evidence:

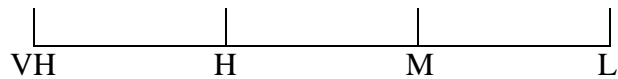
Comments by candidates which give contradicting evidence:



8. Teamwork is important. Give us an example of how you have contributed to the success of a work team. Be specific (don't forget to include the principal, vice-principal as part of the team).

Comments by candidates which give supporting evidence:

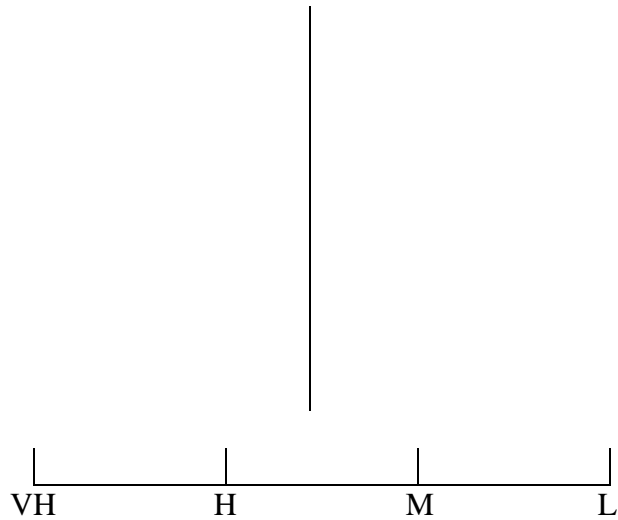
Comments by candidates which give contradicting evidence:



9. We all have different perspectives and different views about situations in the workplace. Please give us a time when you were able to resolve a difference in opinion with another person in a respectful manner. What were the results and what is your analysis of your actions in retrospect.

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



Knowledge and Practice

- Demonstrates the requisite knowledge and skills appropriate to the position;
- Demonstrates competence and understands use of technological resources as required for the position;
- Knows, understands, references, implements and follows Board Policies and Procedures relevant to their position;
- Maintains and updates skills;
- Follows established practices with respect to the position, profession and legislated mandates;
- Contributes to a safe and secure environment through adherence to established practice;
- Performs tasks accurately and thoroughly in order to meet established timeframes;
- Demonstrates effective work habits including but not limited to being reliable, flexible, dependable, punctual working independently (as appropriate);
- Demonstrates initiative and creativity in problem-solving;
- Conserves material and personal resources through the work process.

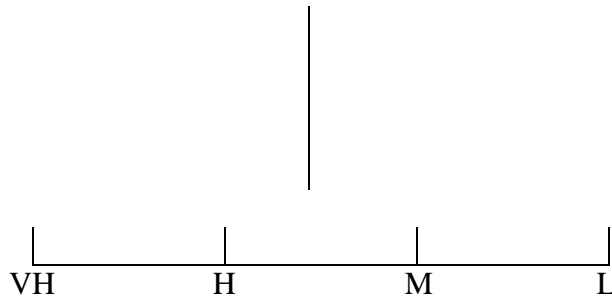
Question:

10. Please share with us your background and knowledge as they relate to the requirements of this position. (mention AODA, Access for Ontarians with Disability Act, Bill 168, related Board policies and procedures, your background in financial accounting, etc. Include all the job duty requirements listed on the job posting.)

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



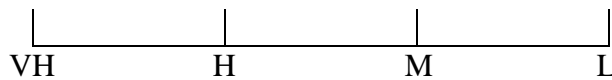


11. a) Tell us about your skills and experiences with financial accounting, e.g. low value purchases, BAS, school generated funds, etc

b) Give us an example of a time when you were able to assist your principal in financial decision making.

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



12. Tell us what you know about Bridlewood Elementary School and how you see yourself as the best candidate for this job.

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



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13. Tell us a time when you have demonstrated your knowledge and ability to follow established procedures in de-escalating a crisis situation.

Comments by candidates which give supporting evidence:

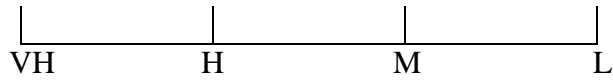
Comments by candidates which give contradicting evidence:

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14. It is a requirement of this position to take daily student attendance and print suspension letters using Trillium. Describe to us your expertise in this area and illustrate with an example.

Comments by candidates which give supporting evidence:

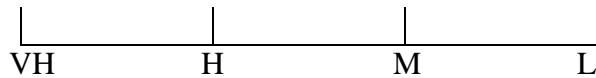
Comments by candidates which give contradicting evidence:



15. Draft a memo on behalf of the principal to each staff member, notifying them of their ASNs and allocated amounts for photocopying for the 2012-2013 school year. Send the memo to the Principal on BEAM, using your full name as the subject line.

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



Interview Panel's Recommendation:

VH - Highly Recommend

H - Recommend

M - With Reservation

L - Insufficient