

<b>Position:</b>	Office Administrator - Secondary	<b>Prepared by:</b>	Bonnie Cheung for ESP Members
<b>Competition:</b>	_____	<b>Date of Interview:</b>	October 2010

*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 required to multi-task and meet concurrent deadlines. Please give us an example when you were able to demonstrate your organization and time management skills?  
 What are some of the tools you use to keep yourself organized?

Comments by candidates which give supporting evidence:

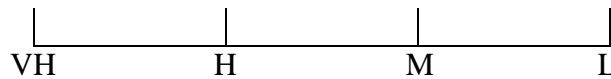
Comments by candidates which give contradicting evidence:

\_\_\_\_\_  
 |                  |                  |                  |  
 VH                  H                  M                  L

2. On occasion, the Principal and Vice-Principal are out of the school building at the same time. Tell us a time when you assumed responsibility in making an important decision. What were the circumstances, what decision(s) did you make and what were the results?

Comments by candidates which give supporting evidence:

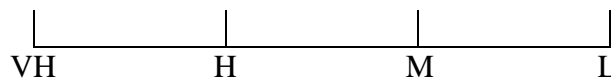
Comments by candidates which give contradicting evidence:



3. As Office Administrator, you are the team leader in the school office. What considerations do you give when delegating duties to your office assistants? Give us an example of what you do in your current position.

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;

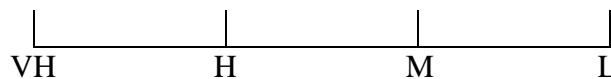
- Communicates in a timely and appropriate manner;
- Demonstrates effective listening skills by using appropriate non-verbal cues and seeking clarification;
- Understands the need and follows appropriate communication protocol;
- Establishes a network of contacts/processes/strategies to facilitate communication;
- 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. Tell us a time how you have successfully provided support and 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:

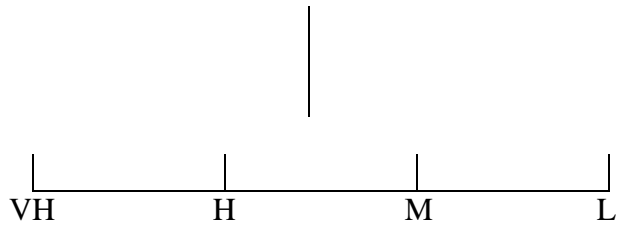
Comments by candidates which give contradicting evidence:



5. A few staff members shared their feelings of dissatisfaction about the newly appointed department head with you. Share with us your experience in dealing with a similar situation.

Comments by candidates which give supporting evidence:

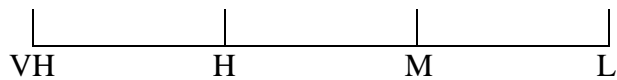
Comments by candidates which give contradicting evidence:



6. One of the duties of the Office Administrator is to deal with high-risk students and their parent(s)/guardian(s) in a sensitive manner. Give us an example when 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**

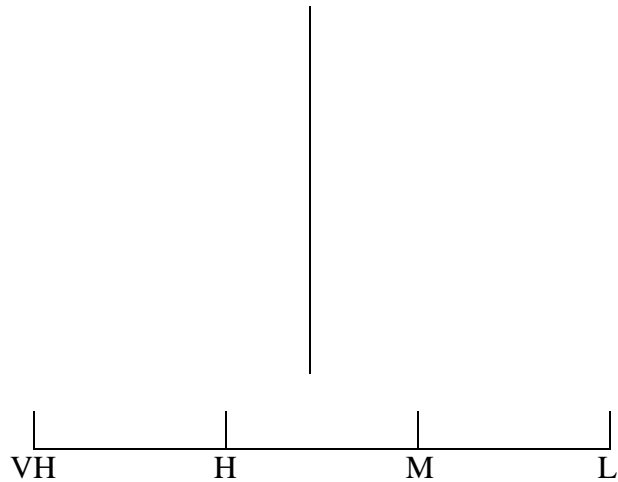
- Interacts positively with students, staff, colleagues and the public;
- Promotes a positive work environment and builds positive relationships;
- Works well with others to achieve a common goal;
- Fosters and supports a mentoring environment;
- Demonstrates the application of forthrightness, honesty 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. If we were to contact one of your references, what would s/he say about your interpersonal skills and what examples will they give to support their descriptions?

Comments by candidates which give supporting evidence:

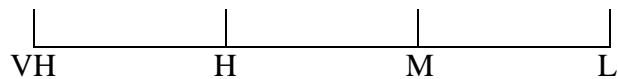
Comments by candidates which give contradicting evidence:



8. Teamwork is important. Give us an example when you have contributed to the success of a work team. Be specific about what you did and the results.

Comments by candidates which give supporting evidence:

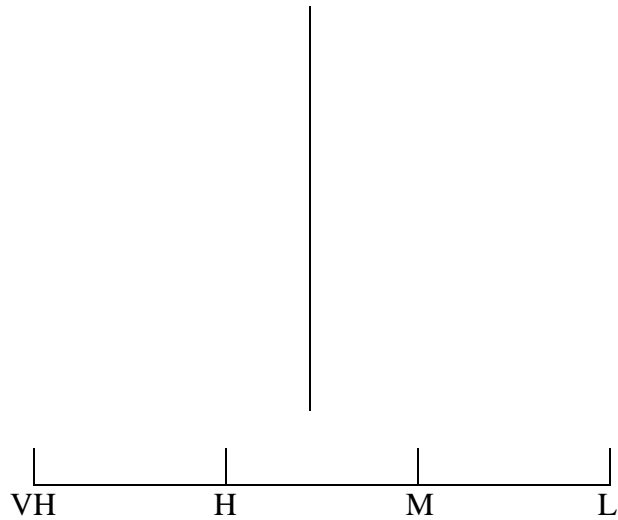
Comments by candidates which give contradicting evidence:



9. We all have different perspectives and different views about situations in the workplace. Please give us an example that illustrates your effectiveness in resolving a workplace conflict.

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



**Knowledge and Practice**

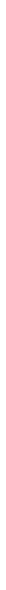
- Demonstrates the requisite knowledge and skills appropriate to the position;
- Demonstrates competence and understands use of technological resources as required for the position;
- Knows, understands, references, implements and follows Board Policies and Procedures relevant to their position;
- Maintains 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.

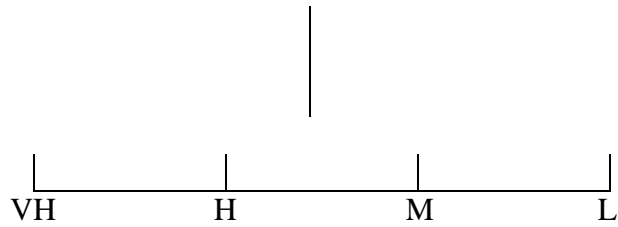
Question:

10. Please share with us your background and knowledge as they relate to the requirements of this position. (mention CPR, related acts and regulations, NVCI, Trillium, KEV, etc.)

Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:

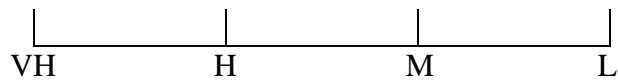




11. a) Tell us about your skills and experiences with financial accounting, e.g. low value purchases, BAS, school generated funds, etc
- b) Give us an example of a time when you were able to assist your principal in financial decision making.

Comments by candidates which give supporting evidence:

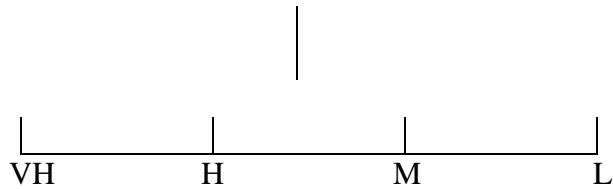
Comments by candidates which give contradicting evidence:



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

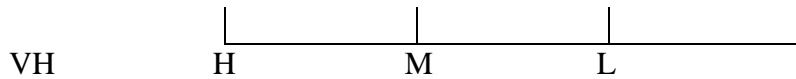
Comments by candidates which give supporting evidence:

Comments by candidates which give contradicting evidence:



13. Share with us your additional skills, training and expertise that make you the ideal candidate for the position.

Comments by candidates which give supporting evidence:	Comments by candidates which give contradicting evidence:
--------------------------------------------------------	-----------------------------------------------------------



Writing exercise:

14. Draft a BEAM message on behalf of the principal regarding an emergency staff meeting to take place next Wednesday, at 4:00 pm in the staff lounge. The principal from Curriculum Services will be making a presentation regarding the revised OCDSB policy on assessment and evaluation.

Interview Panel's Recommendation:

- VH - Highly Recommend
- H - Recommend
- M - With Reservation
- L - Insufficient