

## Vervoe Interview Guide

# Administration Assistant

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Administration Assistant, Collaboration, Attention to Detail, Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Administration Assistant</b>	<ul style="list-style-type: none"><li>• Demonstrated experience as an administrative assistant</li><li>• Can clearly articulate employment history</li><li>• Remain calm under pressure with competing demands</li></ul>			
<b>Questions</b>				
	What do you enjoy the most and least about being an administrative assistant?			
	Tell me about the last time you felt stressed at work. What was the situation and how did you handle it?			
	What sort of management style do you work best with?			
	Tell me about a time you have gone above and beyond the responsibilities in your job description.			
	Do you consider yourself as a career assistant? If not, what are your future career goals?			

### Comments

# Collaboration

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Demonstrates respect for coworkers and stakeholders</li> <li>• Ability to put own feelings aside for the benefit of the team or project</li> <li>• Offers expertise, ideas or suggestions at work</li> <li>• Gets along well with other team members</li> </ul>			
<b>Questions</b>				
	Tell me about a time where you had input into a piece of work, this could be a project or process, that lead to positive business outcomes.			
	Have you ever had a disagreement with someone at work? What was the situation and how did you handle this?			
	Tell me about a time where you think you worked well in a team environment.			
	Tell me about a time where you have had to put your own personal opinions aside for the betterment of the team.			

## Comments

# Attention to detail

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Attention to detail</b>	<ul style="list-style-type: none"><li>• Has processes in place to ensure work is completed to a high standard</li><li>• Understands the importance of attention to detail as an administration assistant</li><li>• Demonstrates an exceptionally high attention to detail in all of their work</li></ul>			
<b>Questions</b>				
	Why do you think attention to detail is important in this role?			
	What systems or processes do you have in place to ensure you don't have mistakes in the work you produce?			
	Tell me about a time where you made a mistake in your work. How did you pick this up?			

## Comments

# Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Communication</b>	<ul style="list-style-type: none"><li>• Displays a high level of verbal and written communication</li><li>• Confident in communicating sensitive or tough information to superiors within the business</li></ul>			
<b>Questions</b>				
	Have you had to tell a superior there was a mistake in their work? How did you communicate this?			
	Tell me about a time where instructions weren't communicated to you clearly. How did you rectify this or find out the appropriate course of action?			
	Tell me about a time where you have had to communicate a problem or solution to someone that didn't understand the technical terminology. How did you adjust your communication or what did you do to ensure they fully understood the message?			

## Comments