

Vervoe Interview Guide

Executive 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

Executive Assistant, Scheduling/Organizing, Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Executive Assistant	<ul style="list-style-type: none">• Demonstrated employment history as an Executive Assistant where they have supported >1 senior leader• Ability to handle sensitive information with professionalism• Exceptional ability to prioritize tasks and work under pressure• Able to work independently with little direction• Competent in technology and creating presentations, documents and formal communications			
Questions				
	What is the most challenging part of being an Executive Assistant? How do you overcome these challenges?			
	Have you ever had a disagreement with your boss? What was the situation and why, how did you handle this?			
	How do you work best with the Senior Leaders you support?			
	Tell me about your experience with creating or editing presentations, documents or communications.			

Comments

Scheduling/Organizing

Competency/Skill	Candidate with this will display	Low	Medium	High
Process Improvement	<ul style="list-style-type: none"> • Proactive organizational skills in bookings and scheduling events (meetings, travel, appointments) • Has robust methods in place to stay on top of multiple demands • Demonstrates the ability to forward plan 			
Questions				
	How do you manage your time when you're supporting more than one executive?			
	How do you prioritize tasks that all have similar deadlines?			
	Tell me about a time where you had to organize multiple people or vendors for the same event/meeting/appointment. How did you ensure everything was booked and you were prepared?			
	Tell me about a time where you have fore-planned to avoid issues or ensure you are on top of work.			

Comments

Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Communication	<ul style="list-style-type: none">• Can clearly articulate problems, updates, actions to multiple stakeholders ranging in seniority• Displays professionalism in all communication channels• Confident in delivering sensitive information to executive leaders			
Questions				
	Tell me about a time where you have had to deliver bad news or have a hard conversation with an executive you were supporting. How did you deliver this message and what was the outcome?			
	Tell me about a time you have been unsure of what was being asked of you. How did you go about finding the answers?			

Comments