

Vervoe Interview Guide

Security Officer

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

Security Officer,
Safety Management, Communication, Trustworthy

Competency/Skill	Candidate with this will display
Security Officer	<ul style="list-style-type: none"> Understands different security procedures for different situations, events and buildings Has worked with multiple security systems and access control Excellent interpersonal skills that enable them to confidently diffuse tense situations
Questions	
	What do you think are the responsibilities of a security guard?
	What type of security procedures and systems are you familiar with?
	Describe a time where you have had to manage a dishonest person or agitated personnel in this role. How did you handle the situation?
	What's the highest pressure situation you have been in while working as a security officer?
Comments	

Competency/Skill	Candidate with this will display
Safety Management	<ul style="list-style-type: none"> Familiar with basic First Aid and CPR Experience with access control, CCTV, safety response procedures Prioritises safety in all situations
Questions	
	What workplace safety initiatives have you implemented in previous roles?
	How would you conduct a safety audit for a new site?
	Tell me about a time where you have missed a safety issue or incident.
Comments	

--

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none">• Excellent interpersonal and communication skills• Remains calm while communicating tough messages or notifying people of wrong-doing• Clearly communicates in high pressure situations
Questions	
	Describe a time where you have had to communicate an unpopular decision or tough message to someone?
	Tell me about a time where you have managed a situation with someone who has been fighting back or disagreeing with you.
	Why do you think communication is important for a security officer?
Comments	

Competency/Skill	Candidate with this will display
Trustworthy	<ul style="list-style-type: none">• Reports all incidents as required• Has ability to work independently with high value products or in situations that requires dependency• Reports individuals who are being dishonest, regardless of relationship
Questions	
	Describe a time where you have demonstrated trustworthiness while on the role.
	How would you gain the confidence from a new boss or supervisor?
	Have you ever worked with a supervisor or co-worker who was not trustworthy? Why weren't they? How did you manage this relationship?
Comments	