

Guide: Recruitment questions examples

This document contains example questions for the following roles.

Example Questions Template — Client Service Assistant (CSA)

This is a **guide only** for questions you can use for interviewing a CSA (or CSM, depending on your practice requirements).

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| The Interview |
| Before the formal interview commences show the candidate around the business and introduce them to the team. This will help to put the candidate at ease and will facilitate informal discussions. Valuable feedback can also be gained by leaving them to talk with the team for a period. |
| The layout of the interview room is very important. A round table format is more likely to put the candidate at ease than the more common 'them and us' room layout. |
| Give the candidate a brief history of the practice. |
| Minimise dry, question-and-answer routines, where most responses will be 'yes' or 'no'. Try to encourage expanding on a theme, either enlarging on the experience described in their CV's or what they have learned about the business during their visit. |
| What to ask |
| Tell us a bit more about yourself — where do you come from, family, children |
| What circumstances bring you here today? |
| Discuss hours of the position |
| Based on your skills and experience, can you describe your strengths by matching these to the functions of the role as outlined in our advertisement? Tell us which of these you do well, are ok with and which, if any, you see as being your weak points. |
| This role requires juggling multiple task priorities whilst still meeting deadlines. Can you give us an example of where you have needed to do this and how you managed to successfully achieve this? |
| How do you feel about being the first point of contact for all of our client queries, both phone and by email? |
| This role will involve delegating certain parts of projects and tasks to the CSA and other team members. Overall ownership and accountability for these belong to the CSM role. What processes would use to ensure that it all comes together and is completed when required? |
| How do you think your colleagues perceive you? |
| What are your short and long term goals? |
| Discuss the salary expectation. What are your salary expectations? Our range is: [\$amount] |
| The CSA / CSM role is vital to the effective professional running of our organisation. It's the glue that holds it all together. Client Service, internal processes, support to CEO and particularly the GM. Does this position still interest you? |
| If successful, what notice period would you need to give? When would you be available to start with us? |
| Do you have any questions you would like to ask us about this position? |
| Do we have up to date contact details for your referees? |

Example Questions Template — Executive Assistant (EA)

This is a **guide only** for questions you can use for interviewing an EA.

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| The Interview |
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Before the formal interview commences show the candidate around the business and introduce them to the team. This will help to put the candidate at ease and will facilitate informal discussions. Valuable feedback can also be gained by leaving them to talk with the team for a period.

The layout of the interview room is very important. A round table format is more likely to put the candidate at ease than the more common 'them and us' room layout.

Give the candidate a brief history of the practice.

Minimise dry, question-and-answer routines, where most responses will be 'yes' or 'no'. Try to encourage expanding on a theme, either enlarging on the experience described in their CV's or what they have learned about the business during their visit.

What to ask

Tell us a bit more about yourself — where do you come from, family, children

What circumstances bring you here today?

Discuss hours of the position

Based on your skills and experience can you describe your strengths by matching these to the functions of the role as outlined in our advertisement? Tell us which of these you do well, are ok with and which, if any, you see as being your weak points.

This role requires juggling multiple task priorities whilst still meeting deadlines. Can you give us an example of where you have needed to do this and how you managed to successfully achieve this?

How do you feel about being the first point of contact for all of our client queries, both by phone and email?

This role will involve delegating certain parts of projects and tasks to the CSA and other team members. Overall ownership and accountability for these belong to the CSM role. What processes would use to ensure that it all comes together and is completed when required?

How do you think your colleagues perceive you?

What are your short and long term goals?

Discuss the salary expectation. What are your salary expectations?

Our range is: [\$amount]

The Executive Assistant Role: A role that is vital to the Partner and the effective professional running of our organisation.

Does this position still interest you?

If successful, what notice period would you need to give?

When would you be available to start with us?

Do you have any questions you would like to ask us about this position?

Do we have up to date contact details for your referees?

Example Questions Template — Business Manager

This is a **guide only** for questions you can use for interviewing a Business Manager

The Interview

Before the formal interview commences show the candidate around the business and introduce them to the team. This will help to put the candidate at ease and will facilitate informal discussions. Valuable feedback can also be gained by leaving them to talk with the team for a period.

The layout of the interview room is very important. A round table format is more likely to put the candidate at ease than the more common 'them and us' room layout.

Give the candidate a brief history of the practice.

Minimise dry, question-and-answer routines, where most responses will be 'yes' or 'no'. Try to encourage expanding on a theme, either enlarging on the experience described in their CV's or what they have learned about the business during their visit.

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| What to ask |
| Tell us a bit more about yourself — where do you come from, family, children |
| What circumstances bring you here today? |
| Discuss hours of the position |
| Based on your skills and experience, can you describe your strengths by matching these to the functions of the role as outlined in our advertisement? Tell us which of these you do well, are ok with and which if any you see as being your weak points. |
| This role requires juggling multiple task priorities whilst still meeting deadlines. Can you give us an example of where you have needed to do this and how you managed to successfully achieve this? |
| Please could you describe your administration management experience? |
| Please could you describe your staff management experience? |
| This role will involve delegating certain parts of projects and tasks to the CSA, CSM and other team members. Overall ownership and accountability for these belong to the Business Manager role. What processes would use to ensure that it all comes together and is completed when required |
| How do you think your colleagues perceive you? |
| What are your short and long term goals? |
| Discuss the salary expectation. What are your salary expectations? Our range is: [\$amount] |
| The Business Manager role is vital to the effective professional running of our Practice. It's the glue that holds it all together. What do you think of this in terms of your suitability for the position? Does this position still interest you? |
| If successful, what notice period would you need to give? When would you be available to start with us? |
| Do you have any questions you would like to ask us about this position? |
| Do we have up to date contact details for your referees? |

Last reviewed on 19 June 2019