

Office Automation Secretary (oa Secretary) Interview Questions

1. What is the key to success when communicating with the public.

2. Share an experience you had in dealing with a difficult person and how you handled the situation.

3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

4. Tell me how you organize, plan, and prioritize your work.

5. Share an experience when you applied new technology or information in your job. How did it help your company?

6. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

7. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

8. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

9. Please share an experience in which you presented to a group. What was the situation and how did it go?

10. Provide an example when your ethics were tested.

11. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

12. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

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14. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

15. Describe a time when you successfully provided personal assistance to a coworker or patron.

16. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

17. Have you managed and maintained executives' schedules? What were your greatest challenges?

18. What made you successful at screening calls? (Make sure the candidate appropriately represented their company.)

19. What is your experience with preparing invoices, reports, memos, letters, financial statements or other documents? (Make sure that they can do the job - ask for examples.)

20. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

21. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

22. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

23. Have you processed payroll before? If so, how many employees? (This is a good indicator of the candidate's attention to detail.)

24. Provide a time when you dealt calmly and effectively with a high-stress situation.

25. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

26. Name a time when your patience was tested. How did you keep your emotions in check?

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27. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
28. Have you attended meetings to record minutes? What was the result?
29. Have you ever conducted research, compiled data, or prepared a paper? If so, how were the materials used and what was the result?
30. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
31. Provide an experience in which you compiled, transcribed, and distributed minutes of meetings.
32. Are you responsible for analyzing and distributing incoming emails, reports, or submissions? How do you determine who to distribute the material to?
33. How do you decide whether a visitor should be given access to specific individuals within your company? (Ask for an example of a guest that was especially persistent.)
34. Give me an example of when you thought outside of the box. How did it help your employer?
35. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
36. Have you ever been involved in setting up or overseeing administrative policies and procedures?
37. How much of your last job consisted of filing and retrieving corporate documents?
38. How much experience do you have with managing records, maintaining database systems, or performing basic bookkeeping work?
39. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

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40. Have you prepared agendas for committee, board, or other meetings? (How much guidance was the candidate given?)

41. Have you saved others' time by preparing responses to correspondence containing common or routine inquiries?

42. How much experience do you have making travel arrangements for executives?

43. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

44. Provide an example of when you were persistent in the face of obstacles.

45. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

46. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

47. Share an experience in which you effectively provided clerical support for another department.

48. Name a time when you coordinated office services, such as records, budget preparation, personnel issues, and housekeeping.

49. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

50. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

51. Have you supervised and trained other clerical staff? How many, and how were you successful?

52. Provide an example when you were able to prevent a problem because you foresaw the reaction of another

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person.

53. Share an effective method you have used to interpret policies and procedures for employees. Provide an experience.

54. Name a time when your creativity or alternative thinking solved a problem in your workplace.

55. Share an experience in which your willingness to lead or offer an opinion helped your company.

56. Have you met with individuals, special interest groups or others on behalf of executives, committees or boards of directors?

57. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

58. Have you reviewed operating practices or procedures to determine whether improvements could be made? What was the result?

59. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

60. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

61. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

62. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

63. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

64. Name a time when your advice to management led to an improvement in your company or otherwise

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helped your employer.

65. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

66. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

67. Would you consider analyzing data or information a strength? How so?

68. Tell me about a recent experience you've had working with your hands.

69. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)