

## Program Services Planner Interview Questions

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

2. Share an experience in which you held a public meeting which helped you to develop or address issues regarding land use or community plans.

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

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

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

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

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

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

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

10. 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?

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

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

13. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was

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the impact?
14. Please share an experience in which you presented to a group. What was the situation and how did it go?
15. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
16. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
17. What is the key to success when communicating with the public.
18. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
19. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
20. Provide an example when your ethics were tested.
21. Give me an example of when you thought outside of the box. How did it help your employer?
22. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
23. 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?
24. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
25. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
26. How do you balance cooperation with others and independent thinking? Share an example. (Try to

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determine if the candidate has a cooperative attitude or is otherwise good-natured.)
27. 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.)
28. Provide an example of when you were persistent in the face of obstacles.
29. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
30. Name a time when your patience was tested. How did you keep your emotions in check?
31. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
32. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
33. 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.
34. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
35. Provide an experience in which consulting with planning officials helped you to explain the purpose of a land use project. What made you successful?
36. What factors do you consider when asked to recommend the approval or denial of proposals?
37. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
38. Describe an effective governmental plan which you designed and/or administered. What methods did you

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use to promote the plan?

39. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.

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

41. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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

43. What factors do you consider when assessing the feasibility of proposals?

44. Describe an effective graphic or narrative report on land use data which you created.

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

46. Share an effective method you have used to keep informed about economic and legal issues.

47. Share an experience in which you successfully coordinated work with economic consultants or architects.

48. Provide an experience in which you reviewed and/or evaluated environmental impact reports.

49. Describe a time when you accurately determined the effects of regulatory limitations on a project.

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

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

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52. Share an experience in which your advice to a planning official helped him/her to make an informed decision on a project.
53. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
54. Name a time when your creativity or alternative thinking solved a problem in your workplace.
55. Provide an experience in which you successfully mediated a community dispute and/or assisted in developing an alternative plan or recommendation for a project.
56. 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.)
57. Share an experience in which you successfully supervised and/or coordinated the work of a staff. What methods made you successful?
58. 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.)
59. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
60. Share a time when you successfully used scientific rules or methods to solve a problem at work.
61. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?
62. Describe a plan you developed which improved efficiency, minimized waste, minimized pollution, or restored a natural system. How did you identify the opportunity for your plan?
63. Share an experience in which you accurately predicted the environmental impact or sustainability of a project.

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64. Tell me about a plan for transportation you developed which effectively reduced carbon output.

65. Describe an experience in which you successfully advocated for sustainability.

66. Provide an effective method you have used to investigate property availability.

67. What is the key to a successful budget?

68. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

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.)

70. What is the most challenging part of budgeting for you?

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