

## Program Support Specialist Interview Questions

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

2. Share an effective method you have used when interviewing clients to determine the services required to meet their needs.

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

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

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

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

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

8. Give me an example of when you thought outside of the box. How did it help your employer?

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

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

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

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

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

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

15. 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.

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

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

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

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

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

21. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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

23. 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.)

24. Provide an example when your ethics were tested.

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

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

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

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

29. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

30. 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?

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

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

33. 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.)

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

35. What is the state of your records and reports? Name one thing you would like to improve.

36. Provide an experience in which you successfully served as a liasons between two contacts and helped a child with a difficult problem.

37. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

38. Share an experience in which you successfully counseled a parent with a child rearing problem.

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

40. Share an experience in which you administered welfare programs.

41. Provide an effective method you have used to identify the need for foster care.

42. Provide an experience in which you consulted with school personnel and/or parents to determine the cause of a difficult problem with a student. How did you solve the problem?

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

44. Tell me about an experience in which you effectively led a group counseling session. What methods made you successful?

45. Describe an experience in which you supervised other social workers. What methods made you successful?

46. Share an experience in which you successfully developed and reviewed service plans in a consultation with a client.

47. Provide a time when you effectively addressed a legal issue.

48. Share an experience in which you successfully counseled a student with a difficult problem.

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

50. Share an experience in which you arranged for support services which prevented a more serious problem from developing.

51. 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.)

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52. Share an experience in which you accurately determined a client's eligibility for financial assistance.

53. What factors do you consider when evaluating personal characteristics and home conditions of foster home and/or adoption applicants?

54. 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.)

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

56. Describe an experience in which you arranged for tests which disclosed causes of difficulties and indicated remedial measures.

57. 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?

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

59. 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?

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

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

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

63. 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.

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

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

66. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

67. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

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

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. Tell me about effective social research you have conducted.

71. Provide a time when you worked in a child or adolescent residential institution.

72. Share a time when you successfully used scientific rules or methods to solve a problem at work.

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

74. How do you stay fit in order to perform physical activities that are required in the workplace?