

External Relations Director Interview Questions

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

2. What has made you successful in directing administrative departments?

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

4. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?

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

6. 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?

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

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

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

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

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

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

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

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

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

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

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

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

19. 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?

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

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

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

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

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

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

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

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

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

29. 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.

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

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

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

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

34. 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?

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

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

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

38. Provide an experience in which your ability to actively find ways to help people improved your company

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or your own work ethic.

39. Provide an example when your ethics were tested.

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

41. 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.)

42. 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.)

43. 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.)

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

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

46. 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.)

47. Share your experience evaluating the performance of staff.

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

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

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

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51. Share a method you have found effective in advising students.

52. Tell me about your experience recruiting, hiring, training, and/or terminating personnel.

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

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

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

56. Share your experience recruiting and selecting students. What methods have you found most effective?

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

58. Tell me about your last experience planning and/or controlling a budget and producing financial reports.

59. What method have you found most effective in teaching courses?

60. 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.)

61. Share an experience in which your consultation with a governmental agency helped you to ensure conformance at your institution.

62. What methods have you found most effective in coordinating teaching and room assignments? How have you effectively ensured optimum use of buildings and equipment?

63. Tell me about the last curricula you developed. What methods did you use?

64. Share an effective method you have used to produce and distribute university publications.

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65. Share an experience in which your research has helped you establish effective policies and procedures.

66. Share an experience in which you effectively assisted staff.

67. Share an experience in which your participation in a committee activity helped your institution.

68. Share a method you have found effective for procuring grants.

69. What method have you found most effective for promoting a university? How does participating in events and developing partnerships compare with this method?

70. Tell me about a time when you respresented your institution.

71. Tell me about a registration policy you developed.

72. Describe a method you have found effective for encouraging participation in fundraising activities.

73. Share an experience in which you counseled with a student who had a difficult misconduct report.

74. What is the key to a successful budget?

75. Share an experience in which you successfully planned and promoted a university activity.

76. Describe an experience in which you successfully directed a scholarship, fellowship, or loan program. What made you successful?

77. Tell me about the last admission requirements or course credit policies you formulated in a conference with academic staff. What methods were effective in formulating the policies?

78. Share an experience in which you successfully audited a difficult account.

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79. Describe an experience in which you managed facilities effectively. What techniques did you use which helped your success?

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