

Individual Service Staff (iss) Interview Questions

1. Describe a time when you successfully provided personal assistance to a coworker or patron.
2. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
3. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
4. Share an experience you had in dealing with a difficult person and how you handled the situation.
5. Provide an example when your ethics were tested.
6. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
7. Share an experience in which you administered bedside or personal care.
8. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
9. What is the state of your records of client progress and services performed? What is one thing you would like to improve upon?
10. Provide a time when you dealt calmly and effectively with a high-stress situation.
11. Describe your experience performing housekeeping duties.
12. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
14. Name a time when your patience was tested. How did you keep your emotions in check?

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15. Share an experience in which you performed healthcare-related tasks.

16. Provide an experience in which you cared for an individual or family during a period of incapacitation, family disruption, or convalescence.

17. 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.)

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

19. Provide your experience transporting clients to locations outside of the home.

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