

Program Administrator Structured Interview

The following structured interview has been designed for a Program Administrator. A structured interview is a selection tool in which all candidates are asked the same questions and evaluated on the same predetermined rating scale. Please use this interview with all Program Administrator candidates.

When interviewing, our natural tendency is to focus on the question we are asking, but the key in selection is to compare the answers given by each candidate. The best solutions are specific and related, noting the people, place, and time. The structured interview brings consistency to the interview process and creates a fairer process for your candidates.

Please set aside 45 to 60 uninterrupted minutes for each interview.

Please ask each candidate the same questions in the same order.

Please select a score (0-3) for each question and total the score at the end of the interview.

Please utilize the notes section to summarize each interview following the call.

Name:	Interviewer:	Date:
FOUR COMPETENCIES	A: Professional	B: Flexible
	C: Leader/Visionary	D: Relationship Builder

A: Professional Tell me about an intense situation at work. How did you manage it?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "stayed calm"

B: Flexible Tell me about a time when you had to navigate your workplace or childcare center through a change. How did you help your team adapt?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "focusing on the individual or staff needs"

C: Leader/Visionary Talk about a recent project you had complete oversight and planned from start to finish. What steps did you take, and what were the results?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "multiple steps" and "prioritize" and "paid attention to details"

D: Relationship Builder What, in your opinion, are the keys to maintaining successful workplace relationships? Can you give examples of how you have implemented these principals at work?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "get to know people personally and or build trust"

A: Professional Talk about a time you were misunderstood. How did you react?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "being patient or calm or listened"

B: Flexible Can you share a specific example of when you had to be flexible or adaptable?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "it's part of the job or everyday"

C: Leader/Visionary Tell me about a time when you needed support or buy-in from the community you served. What was the situation, and how did you go about getting the support or buy-in?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "big picture or how it benefited them"
Give an extra point	If the candidate mentions "being creative" or used a creative approach

D: Relationship Builder Tell me about a time when you built rapport quickly with someone under challenging circumstances.

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "made/prioritized time or was intentional with the relationship"

A: Professional Give me an example of when you paused before deciding because you needed additional information.

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "needed to think it through or wanted to review details"

B: Flexible Talk about a time you worked in a fast-paced environment. How did you prioritize your work while still giving your staff your attention?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "regular meetings or check-ins"

C: Leader/Visionary Tell me about a time you disagreed with a plan your team wanted to implement. What did you do?

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "listened and or willing to be questioned and made the hard decision"

D: Relationship Builder Describe a scenario when your listening skills helped you avoid a mistake or turned a difficult situation around.

0-No Answer/Skip	2-Specific Answer (name, time, job, etc.)
1-Vague/General	3-Specific and mentions "active listening or listening to understand or empathy"

Total Score:	Salary Requirements:	2 nd Interview: Y / N
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