



Interview Questions Clerk

Name _____ **Date** _____

Each set of questions = maximum of 3 points.
 1= needs improvement
 2= meets expectations
 3= exceeded expectations

General	1. What did you like best and least about your last job or volunteer position? 2. How would a former manager (or teacher) describe you? What would they say you need to work on? 3. Tell me about a time in your professional or volunteer work where you went above and beyond to provide excellent service.	
Initiative	1. Tell me about a time when you were asked to do something that wasn't normally part of your job. How did you react? 2. Tell me about a time when you noticed a problem and created a solution?	
Job Knowledge	1. How have you helped others with technology in the past? What process would you use to help a patron with technology that you had not used before? Examples: an iPhone if you use Android or Docs if you are familiar with Word. 2. How would your previous work, school, or volunteer experiences help you be successful in this position?	
Service/ patron focus	1. Why do you like working with the public? 2. What are some challenges you have faced (or anticipate) in public facing work? How did (will) you deal with those?	
Coworker relationships	1. What process do you use to deal with conflict or disagreements? 2. What are you looking for in a workplace? 3. Is there anything you would like to add or anything else you would like for us to know? Do you have any questions about the position?	

TOTAL		
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Notes on availability:

Was prepared with their own questions:

THE WORK

This is not just a book job; it is a people job. It requires top notch customer service and communication skills, and the ability to work well with people; including co-workers.

The library is open to all people and we treat everyone with empathy and respect.

The work can, at times, be tedious and requires strong attention to detail.

We work hard to maximize the return on the investment our City and County taxpayers have made and that includes being on task. We have a mission & vision and everyone must be playing their part for those to succeed.

This library is not always quiet and mellow. We host large events of our own and provide a space for other community agencies.

We are not a City or County department. We work under a board of directors & have our own employee handbook.

We work a set schedule on 4 week rotation

Pay is _____ hours are ____ per week with a chance to sign up for additional shifts.