# Career Services Assignment 4 – Soft Skill Interview Prep

**Points possible:** 50

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| Category | Criteria | % of Grade |
| Completeness | All requirements of the assignment are complete. | 50 |
| Quality | Answers show thought, proper grammar, and would be acceptable in most interview situations. | 50 |

**Instructions:** Find a job post online for a role and company you would like to apply for. Answer the following questions as if you were being interviewed for the job. Research the STAR method of answering behavioral interview questions and where applicable, utilize the STAR method in answering the below questions. **–Programmer Analyst at Jack Henry & Associates**

**How did you hear about this position?** (Make sure you remember where you heard about the role so it doesn’t look like you are just applying randomly to every position possible.)

--An acquaintance of mine works for the company and told me they were looking for help with programming.

**What do you know about the company?** (Research the company, website, products/services, and reviews. Talk about good reviews that make you want to join.)

--Jack Henry handles financial transactions for banks and credit unions, they are a lender, and they process payments for credit cards.

**Why do you want this job?** (Be very specific. Talk about what appeals to you about the role but focus more on the value you’ll add to the team and company rather than what the company will do for you.)

--I see this job as an opportunity to both develop my own career and lend my skillset to a company whose needs match what I would bring to the table. My attention for detail meshes with the requirement of improving or fixing base code. I have experience in unit testing from my current job testing a proprietary workflow software my company has spent the last three years developing.

**Why should we hire you?** (Be very specific. Talk about your skills, passion, and willingness to continuously learn to be an asset.)

--I am always looking for new ways to improve workflow and efficiency in the jobs I held in the past. I am an excellent communicator and can help others learn from my past experiences. My background is in tech and customer service so I would be a good liaison between co-workers and clients.

**What is your greatest professional achievement?** (STAR)

--At a previous job where I was a laborer, when I started there were eight guys in the crew. Within a year that number had dwindled to four, and there was no intention to replace any of them, even though our workload was not decreased. We were inspecting freight, and I devised a floorplan layout that enables those of us that remained to not only equal but exceed the level of productivity we had with a crew that was twice as large. I also was asked to come up with suggestions to improve the software we used to process the inspections, and many of my suggested improvements became codified in the newest version of instructions that made up the company manual for work processes.

**Describe a difficult work situation and how you overcame it.** (STAR. Never speak negatively about anyone else or any companies. Perhaps talk about change you experiences, as change is always difficult to overcome.)

--Covid-19. In a warehouse environment where the work was 90% shoulder to shoulder manual labor, we had new OSHAA guidelines regulating PPE and social distancing safety protocols. The environment was already sweltering in the summer, and we now had to wear masks, like everyone else. It was difficult to breathe and maintain the pace we had been accustomed to when we handled the workload. As far as masks, we just had to get used to them. To satisfy the social distancing regulations, we once again redeveloped the floorplan layout and sectioned out work area into four quadrants where everyone could work in relative isolation. I trained another person to use the processing software, and the two of us each processed half of the freight in a given day. We also shifted to 10 hour shifts four days a week, to have less exposure to the overall number of people in the warehouse. This had a side-effect of boosting our productivity, so the changes in regulations ended up being mitigated somewhat unexpectedly, and we had an extra day off per week.

**What are your goals for the future?** (Make sure you answer in a time bound manner and talk about how you are looking to learn as much as possible in your field.)

--I want to continue developing my skills as an engineer and branch into other languages like Python or SQL.

**Why are you leaving your last job?** (Don’t say anything negative. Mention growth, changing industries, etc.)

--We had a change in the focus of the company. It was no longer going to be tech oriented, so my talents would be put to better use at an organization such Jack Henry and Associates.

**What is your salary expectation?**

--Based on my research of similar jobs in this area, I would expect compensation in the range of $65-70,000.