# Career Services Assignment 4 – Soft Skill Interview Prep

**Points possible:** 50

|  |  |  |
| --- | --- | --- |
| 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.

**The Position: Program Analyst – Central Office Planning, Research & Accreditation**

**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.)

**Answer:** Due to my experience working for the NE Department of Correctional Services (NDCS) from 2016 to 2018, I was interested in exploring the possibility of working for the department again, so I conducted an online search for jobs with the department that match my skill set and came across this one.

**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.)

**Answer:** I know that in addition to keeping the community safe, the NDCS works to keep their employees, as well as their residents safe. Extensive safety training is provided at the Staff Training Academy (STA) and a variety of services and activities are provided for residents as well.

**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 want this job because I enjoy data! I enjoy collaborating with a team to create standard operating procedures and the manuals that explain those procedures. I also enjoy working with the Microsoft Office Suite in the collection of data, analyzing, and reporting the analysis of the data via infographics or reports.

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

My skill set, education, and experience make me an excellent candidate for this position. For example, I have a Master’s degree in Business Administration, I have worked for NDCS before, and I am familiar with some of the systems and required safety measures. From December 2018 to the present, I have worked as the District Data Analyst for the Department of Juvenile Probation. In this role I have honed my skills with the Microsoft Office Suite, G-suite, data collection, report creation, and statistical analysis. I have created reports and infographics for internal staff and stakeholders alike. Additionally, my past experience as a teacher, and current successes training staff, speak to my communication skills as well as my ability to create a safe space for effective communication and collaboration. I am also taking coursework to learn Java, and SQL. For these reasons, I believe I would be a good fit for this position.

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

**Answer:** My greatest professional achievement was my part in a collaborative effort that fostered the development of a Quarterly Report, created to showcase the results of the Department of Juvenile Probation’s newly implemented procedures and techniques specifically designed to decrease recidivism by addressing: adolescent brain development as it pertains to trauma, therapeutic needs for the youth and family, and skill development. This report tracks the multi-faceted issue of equality within the juvenile justice system in Lancaster county.

**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.)

**Answer:** When we started work on developing our procedures, program evaluation, and report development, I had turned in (what I considered) a final draft of the quarterly report. My supervisors gave their input and suggested numerous changes. At first, I took this as a personal slight. I felt as though they were saying my work wasn’t good. My feelings were hurt initially. However, time, experience, collaboration, together with the understanding we are a team working toward common goals, and that every change brings us closer to a polished product has forever changed my perspective on projects.

**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.)

**Answer:** My ultimate goal for the future is to have a job that I love, (hopefully working with databases, data, infographics and reports), that allows me the opportunity to telecommute (at least part-time), where I can be an asset to my work team, as well as to give back to my community. I am constantly striving toward self-improvement, evidenced by the fact that I am currently enrolled in a computer programming class.

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

**Answer:** I love my current position, but am always on the looking to grow and move to the next level. My biggest enemy is complacency, and I refuse to allow it in!

**What is your salary expectation?**

My salary expectation is a minimum of $46,000 per year.