**INTERNAL – Administration Support/Reception Interview**

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| **NAME** |  |
| **CONTACT** |  |
| **POSITION** |  |
| **NOTICE PERIOD** |  |
| **SALARY EXPECTATIONS** |  |

Can you tell us about yourself and your professional experience?

What were your key responsibilities and who were the main stakeholders?

How do you perform well under a stressful environment?

Can you talk me through how you would handle a “difficult” client and how would that approach be if it were a candidate?

Each day at Chandler can throw you difficult challenges and not every day could be the same, how do you work in an environment that is constantly changing and how would you perform in that sort of environment?

How do you perform working independently and having to make decisions on your own?

Can you talk about an instance where you had to solve a problem or handle an issue independently?

What sort of KPI’s have you worked with in your previous roles?

How well do you handle objections?

How familiar are you in using CRM systems?

What would you consider your main strengths and weaknesses to be?

What is your availability for the week? Are you able to commit to working weekends and early morning shifts? Rosters can change.

What commitments do you have? Personal/Church/Educational?

What technology do you have in place to be working from a home arrangement? Back up? In case of a Power Failure

How flexible are you? We may need you to work at short notice at times – is this something that you will be able to do?