

Northern Community & School Recreation Coordinator Program



INTERVIEW GUIDE

(Information adapted from the Hiring a Recreation Professional Toolkit; SPRA & SARP; 2015)

1. Hiring Committee

Interviews with applicants are to be conducted by the individuals outlined in the employer policies as they would for any other organizational position. It is recommended that representation from the Steering Committee be able to participate in the interviewing process, however, some employer policies may not allow for involvement in this step.

2. Review the Applications

Once the application deadline has passed and the hiring committee is no longer accepting applications, all of the resumes will need to be reviewed to determine which applicants the committee would like to interview.

Applications should be assessed on the pre-determined core competencies (knowledge, skills and abilities) that the committee has identified as being essential to the position. Only those individuals with these skills and applicable experience should be contacted for an interview. Typically committees will interview the top three to five candidates.

Each committee member should evaluate the applications based on the characteristics the committee has previously identified as important for the position. Development of a chart will ensure that the most promising applicants are contacted for an interview first.

Sample Screening Checklist

*Change required competencies to match job advertisement

Required Competencies*	Applicant 1	Applicant 2	Applicant 3	Applicant 4	Applicant 5
Relevant Education/Certification					
Work/Volunteer Experience					
Personnel Management					
Program Planning					
Leadership Skills					
Communication Skills					
Use of a Vehicle					
Evening & Weekend Work					

Things to consider:

- Although it is ideal to interview candidates in person, due to geography and travel, this is not always possible
- In some cases the travel expenses related to conducting the interview are covered by the employer
- Phone or video interviews (i.e. Skype) are also a cost effective means of conducting interviews if possible

3. Develop Interview Process

The job interview is a critical component of the hiring process. Well-developed interview questions will provide the hiring committee with a basis to assess the candidate's ability to perform the job successfully. They will also assist in determining if the person will be a good fit for the organization and the community.

The Canadian Human Right Commission has developed the following guideline to be used when conducting interviews to ensure all individuals have equal employment opportunities. More information may be found on the Commission's website: www.chrc-ccdp.ca.

This guideline identifies some questions that are not permitted to be asked at the interview. These may include questions about an applicant's:

- Religion
- Age
- Marital or family status
- Physical handicaps or health problems that might reveal handicaps or health conditions that are not necessarily relevant to job performance

Interview questions should:

- Relate to the core competencies identified
- Allow the candidate to demonstrate their ability to perform the job duties outlined in the job description

Interview schedules should:

- Be for one hour maximum
- Allow 10 to 15 minutes between candidates for committee review

Interviews usually include questions about core competencies such as:

Education – One question with follow up if necessary

Experience – One to two questions

Job Knowledge – Three to five questions

Skills – Three to five questions

Abilities – One to three questions

4. Select Interview Questions

Only select the questions that will allow the candidate to exhibit the skills that are required for the position.

Candidate Information

General Information

- Tell us about yourself and why you are interested in this position?

Relevant Education/Experience

- Please tell us about your education in recreation or a related field.

Work/Volunteer Experience

- Please tell us how your work and/or volunteer experience has prepared you for this position.
- Tell about an accomplishment in your last position you are most proud of and why.

Job Knowledge

Choose three to five questions that will allow the candidate to demonstrate the job knowledge critical for the position.

Community Recreation, Management and Delivery

- Please tell us about your personal and work experience in sports, culture and recreation.
- What challenges and/or opportunities are there for providing recreation programs in our community/school?
- Are you willing to work after school, evenings and weekends?
- How familiar are you with the community we are located in?

Program and Special Event Planning

- Can you tell us about a program or special event that you were involved with and your role?
- If you could do one thing differently at this program or event, what would it be and why?

Volunteer Management

- Please tell us about your experience working with volunteers.
- How would you work to increase the number of volunteers in our community?

Recreation Delivery System

- Why is "Recreation" valuable in a community?
- What other community, northern or provincial organizations do you know of that could assist you in this position?

Diversity Awareness

- How can you determine the sport, culture and recreation needs of the people in our community?

Financial Management

- What steps would you take when developing an operating budget for a program or event?
- Describe your experiences with managing budgets.

Workplace Environment and Procedures

- What do you feel are expectations for ensuring the maintenance of the school and community facilities before, during and after programs are delivered.
- As the Coordinator, what steps would you take to ensure the safety of participants and volunteers in your programs.

Skills

Choose three to five questions that will allow the candidate to demonstrate the skills you require for the position.

- What is one of your strengths? Where is an area you can improve on?

Sound Organizational Skills

- Give us an example of a program or project you were given and how you planned and accomplished it.
- This position requires a person to be a self-starter and work independently. Describe an experience you have had where you have shown you possess this quality.

Oral and Written Communication Skills

- How do you best communicate with others?
- What experiences have you had with record keeping, reports, etc?

Analytical and Problem Solving Skills

- How would you go about evaluating a program, what factors would you take into consideration?
- Give me an example of a work problem that you experienced and resolved.

Decision Making Skills

- Give us an example of a good decision you made in the last six months. What were the alternatives and why was it a good decision?
- Tell us about a time you involved others in the decision making process.

Time Management Skills

- What methods or techniques do you use to manage your time?
- How do you prioritize your workload?

Public Relations and Public Speaking Skills

- What tools would you use to keep the public informed of the activities in the community/school?
- Have you had to speak in front of large groups, committees or gatherings - how does that make you feel.
- How might you involve the community in the programs that you provide?
- What do you feel are some of the most important characteristics to possess when responding and working with the public?

Stress Management Skills

- Give us an example of a work project or situation that you have been frustrated with and how you dealt with it.
- Describe what you do to maintain a healthy work-life balance.

Abilities

Choose one to three questions that will allow the candidate to determine his/her abilities that are required for the position.

Work with Little Supervision

- Explain a project you undertook on your own initiative that made an impact on your organization or community. What steps did you take to accomplish it?
- Give us an example of a time when you had to ask your supervisor for assistance on a situation or project.
- Tell me about any leadership roles that you have had either at work, home or school.
- Have you ever been in a position where you were not continually supervised?

Display Tact and Discretion

- Give an example of a difficult situation you encountered with another staff member that you work with regularly and how you resolved it.
- Tell us a situation where you resolved a conflict either at work, home or school?

Planning Skills

- What kinds of program planning and administration roles have you been involved in?
- What steps would you take to develop an annual plan for sports, culture and recreation activities in the community?
- Tell us what you think the top three priorities are in coordinating a recreation program and why.

Computer

- Describe your previous working knowledge of computer applications. Please specify what software packages you have used and how you have used them in your workplace.
- What computer courses/training have you taken?

Maintain Effective Working Relationships

- How would you go about establishing relationships with other staff and colleagues?
- Tell me about a time you were able to adapt to a difficult-to-deal-with volunteer, co-worker or employee.
- What techniques would you use to ensure your programs are meeting the needs of the community?

Adapt to Changing Priorities

- How do you handle interruptions to ensure that you complete your projects on time?
- Describe a time in your current job when your boss assigned you a new project even though you had other important priorities at the time. How did you feel and what was your response?
- What do you see as the greatest challenge of this position?

Situational Questions

- You have an idea for a new program. Describe the process you will go through to make this idea a reality.
- A parent of a participant is calling with a claim that their child has been injured due to the neglect of a program instructor. How would you handle this?
- You have an ongoing program that is being taught by a volunteer. Often the volunteer does not show up, shows up late, and at times finishes up early. How would you work with the volunteer as well as maintain the quality of the program?
- And a fun one--You are invited to a potluck. What would you bring? (You'd be amazed how much you learn about someone's personality with this question.)

Other Possible Interview Questions

- If you were the successful candidate, when would you be able to start?
- Do you have a valid driver's license and access to a vehicle that can be used for work purpose?
- If you were the successful candidate, what priorities would you set for yourself during the first six months in this position?
- What have you done to prepare for today's interview?
- What additional training (if any), do you feel you might need to be successful in this position?

5. Conduct the Interview

A well-organized interview ensures that the hiring committee gets the information they require to make a decision and makes the best use of the committee's time. The hiring committee should consist of the two to three members.

Typically, interviews are divided into the following components:

Introduction (5-10 minutes)

- **Build Rapport (two to five minutes):** Introduce yourself and the other committee members and try to make the candidate comfortable and relaxed. Make "small talk" as you settle into the interview setting.
- **Provide Background Information (three to five minutes):** Give the candidate background information about the position and the employing organization.
- **Communicate Expectations (one minute):** Review the interview process that the committee has agreed upon. Inform the candidate that the committee will be asking questions first and will be recording the answers. Explain that there will be time for the candidate to ask questions at the end of the interview.

Interview Questions/Answers (15-40 minutes)

- Based on the core competencies identified, ask questions to get the candidate to demonstrate their knowledge, skill and abilities.
- Ask open ended questions to encourage the candidate to do most of the talking. If necessary, ask the candidate to clarify and/or elaborate on a question. Remember your objective is to find evidence that a candidate has the skills needed to do the job.
- Be sure to take good notes as they will be used to evaluate the candidates later.

Interview Close (5-10 minutes)

Communicate Next steps:

- Candidates will want to know the next steps of the interview process and when they will hear from the committee. Let them know your process and, if necessary, ask them for references. If the successful candidate will be required to successfully complete a criminal record and/or child abuse registry checks as a condition of employment, this is a good opportunity to share this information.

Candidate's Questions:

- Leave enough time to answer any questions the candidate may have. This is an excellent time to sell the organization and will ensure each candidate leaves with a positive impression of the organization.

Remember that in order to evaluate fairly and accurately, each person must be asked the same series of questions.