



## ADMINISTRATIVE SUPPORT VOLUNTEER INTERVIEW QUESTIONS

These questions serve as examples of ones you might ask, and are designed to target the attitudes and competencies desired for the specific role. Time will not allow you to ask every one of these questions, but every interview should touch on each of the 7Cs.

Be sure to ask additional questions if needed to get a complete understanding of all 7Cs, and write down only what the applicant said, not your interpretation of their answers.

**Applicant Name:**

**Position:**

**Date Interviewed:**

**Interviewed by:**

**CALLING:** *what we love to do and do really well*

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What do you love to do and feel like you do really well?

When it comes to volunteering what areas do you experience the most joy?

In what volunteer experience have you been most willing to make a sacrifice?

We, as believers in Christ, are called to serve but our service can take many forms in a variety of settings – Why OCC? Of all the ways you can serve as a year round OCC volunteer, why admin support?

What aspects of the ministry description get you the most excited for this volunteer role?

**CHARACTER:** *having a strong developed Christian character*

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How do you think a co-worker or friend would describe you?

Share with me a time when you had to work through a conflict with someone you worked or served with...

Tell me about a time when you found yourself in a challenging situation...how did you handle it? What would you have done differently?

**COMPATIBILITY:** *what this candidate will bring to the team*

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What does being on a team mean to you?

What gifts or talents do you feel you would bring to the team?

Tell me about a time when you had a better idea or more effective way to accomplish a goal or project but the “rules” or group decision(s) wouldn’t allow you to implement them. How did you handle it? What did you or would you do in a situation like this?

**COMPETENCY:** *demonstrated skills that best predict future performance*

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Tell me of some computer programs you are familiar with (Word, Excel). How comfortable are you with each?

What experiences have you had that you feel would make an Administrative Support role a good fit for you and the ministry?

Tell me about an experience where you had to you were able to keep data and information organized during a busy time... What helped you to be successful in this?

Would you describe yourself as being an effective communicator? If so, what methods and strategies would you use to share important information with your Area Team and ministry teams?

What skills do you have that would help keep data and information organized throughout the year?

Are you comfortable with updating, maintaining, and organizing databases for various ministry teams? What concerns would you have around this?

**COMMITMENT:** *demonstrated commitment in previous volunteer positions or other areas*

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How long have you been at your church?

How long have you lived in your community?

How long have you been at your work?

Tell me about a situation when you had to stick to something in difficult circumstances.

How do you “stay the course” when it seems you aren’t making progress? What spiritual, emotional and practical things (blocking time in your calendar, setting personal goals or deadlines) do you do to stay focused? How do you know when to “throw in the towel”?

**CONDITION:** *mental, physical, and spiritual readiness to serve*

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What do you do to keep in good spiritual shape?

Did you get a chance to read over our Statement of Faith? Was there anything you had a question or disagreement about?

Tell me how you see the job description and weekly tasks fitting into your schedule and home life.

**CONSISTENCY:** *responses and actions should remain consistent throughout the interview process*

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You told me about a time when you were able to keep information organized; how does that connect with this volunteer position? (is he/she being consistent in their answers)

Is there anything you'd like to say about your consideration for this volunteer position?