

Sample Interview Guide | Office Manager

Using one set of experience – based interview questions for all applicants has a number of benefits. It's the easiest way to compare different people, it gives you real insight into how well they've performed with these skills in the past, it's objective and it's the most legally defensible option.

The questions below are designed for the *Office Manager* role. Choose 1 question for each competency then repeat the same questions for each applicant.

Position Title: Office Manager

The main focus of the Office Manager is to organise and control the activities of the office including administrative systems and office personnel.

Act in a way that reflects the Company Values of respect, commitment and customer service.

Key Competencies:

- People Management
- Administration Management
- Communication
- Problem Solving
- Collaboration
- Values Alignment

People Management

Developing, rewarding and motivating the team

Choose **ONE** of these questions:

- A- What is your leadership style and how does it play out in the workplace?
- B- Please provide 2 examples. I'd like to know of a time when you managed someone from poor performance to success. I'd also like to hear an example of where someone's performance did not improve and how you dealt with the situation.
- C- How do you assess the performance of your team (both direct and indirect), and what do you do about it?

Administration Management

Developing, maintaining and overseeing administrative systems and procedures, including the flow of information and documentation.

Choose **ONE** of these questions:

- A- Please provide an example of an administrative procedure or system that you introduced. Why did you create it, how did you go about introducing it and what was the result?
- B- Describe a time when you were able to save money on either people or resources. Why did you do it and what was your role? What were the impacts?
- C- Please provide an example that demonstrates how you have managed the effectiveness of administrative performance under your responsibility.

Communication

Demonstration of high-level professional standards of communication.

Choose **ONE** of these questions:

- A- Describe a time when you were able to win someone over to your idea under difficult circumstances. What was the difficulty and how did you overcome it?
- B- Describe a recent example of where you faced a challenge in conveying a message to a team or group of people. What were the alternatives you considered and what did you learn?
- C- How have you coached others to excel in presentation and communication?

Problem Solving

The ability to identify problems, investigate and involve others as necessary and consider multiple options with quick response.

Choose **ONE** of these questions:

- A- Describe a difficult problem you've had to solve recently. Why was it difficult? How did you approach it? What was your solution?
- B- Please tell me about a problem you faced where the solution wasn't obvious. How did you solve it?

Collaboration

The ability to build collaborative relationships within the dealership, the Toyota dealer network and the community.

Choose **ONE** of these questions:

- A- Describe a time when you failed to build a relationship with another department. What was the challenge and what was the impact? How did you compensate for it and what adjustments have you made as a result?
- B- Tell me about a time when you were instrumental in forging external relationships for the business. What impact did this have and did you face any hurdles in doing so?
- C- How have you empowered others to build collaborative relationships either within the dealership or the dealer network?

Values Alignment

Ability to uphold organisational values.

Choose **ONE** of these questions:

- A- Describe your values and an example of how they're evident in your leadership in the workplace.
- B- Please describe a time when one of your own goals conflicted with those of your employer. What was the conflict and how did you resolve it?
- C- How have you encouraged behaviours that reflect organisational values?

Sample Applicant Comparison Matrix

Office Manager

Applicant Name	Resume / Experience /10	Qualifications /10	People Management /10	Administration Management /10	Communication /10	Problem Solving /10	Collaboration /10	Values Alignment /10	1 st Reference Check /10	2 nd Reference Check /10	Total /100
	/10	/10	/10	/10	/10	/10	/10	/10	/10	/10	/100
	/10	/10	/10	/10	/10	/10	/10	/10	/10	/10	/100
	/10	/10	/10	/10	/10	/10	/10	/10	/10	/10	/100
	/10	/10	/10	/10	/10	/10	/10	/10	/10	/10	/100
	/10	/10	/10	/10	/10	/10	/10	/10	/10	/10	/100