

MOCK INTERVIEW QUESTIONS

For more detailed information related to the specific knowledge, skills, and abilities related to specific positions, please refer to the Job Analyses for the civil service class at <https://per.lacity.org/jobs/job-analyses.cfm> (Example: Refer to the Administrative Clerk job analysis to prepare for Office Trainee).



READING COMPREHENSION

Briefly tell us about your most relevant experience referring to written material to find information you needed to complete a task, job or assignment. What specific steps did you take to analyze the information and what challenges did you encounter?

Briefly tell us about a time where reading written material assisted you in solving a work or volunteer related problem. What information did you find useful in helping you solve the problem? What steps did you take to ensure that the problem was solved in a timely manner?

Please give an example of a time when you were required to explain written information to another person. How did you prepare? How did the person react to your explanation? What challenges did you encounter?

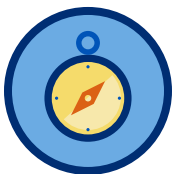


MATHEMATICS

Briefly describe the various numerical computations you have performed. What is the purpose of these computations? How are these computations performed? What is used to perform them? How is the accuracy of the results of these computations verified?

Tell us about a time where you were required to teach or train others on mathematics. Please describe the situation, the actions you took, and the results of your actions.

Describe in detail a mathematical analysis you have performed. What was the purpose of the analysis? How was it determined what specific analysis would be used? What were the results of the analysis? How were these results interpreted or used?



JUDGEMENT & DECISION-MAKING

Describe a decision you made with which you knew some people would disagree. What was the situation and what needed to be accomplished? Why was this the right decision, even with disagreement? How did you know some people would disagree and what did you do about it?

Describe a time in which you had to make a decision under unique circumstances, where little guidance was available. What was the situation and what made it unique? What was the task/objective to be accomplished? What actions did you take to make and implement the decision?



LEARNING ABILITY

Please provide us with an example of a time where you had not been taught exactly how to handle a specific situation, but were required to handle it. What was the situation, and what made it unusual? What did you do to handle the situation?

Tell us about a time you learned something new and applied it to a job. Please describe the situation, the actions you took, and the results of your actions.



DEVELOPMENTAL ORIENTATION

Tell us about a time you had to explain information from a class (or training manual) to another trainee/someone else getting trained [or to a coworker].

Briefly describe a time when you sought training or additional resources to improve performance of your current task/assignment/job. What steps did you take to identify training opportunities or developmental activities? What materials or resources did you use to improve your performance? How did you apply the new information to your task/assignment/job?



ATTENTION TO DETAIL

Briefly tell us about a time where you were required to make sure your work was complete and accurate. Please describe the situation, the actions you took, and the results of your actions.

Tell us about a time where you were required to complete a task/job but was unsure of the appropriate steps. If you have not had this experience, what steps would you take?

Please give us an example of a time you cross-checked/cross-referenced information to ensure its correctness prior to completing a task/job/assignment. What steps did you take to cross reference? What challenges did you encounter and what were the results?



SELF MANAGEMENT

Briefly provide an example of a time it became apparent that you would not complete a job/an assignment on time. What was the situation? Who did you notify?

Please give us an example of something you have done to ensure you do/perform your work more efficiently.

Give an example of a time you changed your approach to an assignment after realizing that your original approach was wasting time/not efficient. What was the assignment? How did you change your approach?



SAFETY FOCUS

Please give us an example of a time you made a change in the way co-workers/your team/your subordinates were doing a job to make it safer/insure safe performance.

Briefly tell us about a situation that required you to make an impactful, safety-related decision. What was the specific safety concern or issue? What safety-related decision did you make? How was your decision received?

Briefly tell us about a task or assignment that illustrates your ability to effectively prepare for emergencies and reduce employee injuries. How did you prepare for the emergency or injury? What steps did you take to respond to the emergency or injury? What recommendations did you make?



PHYSICAL CAPABILITY

Briefly provide an example where you have prepared yourself for the physically demanding aspects of a task/job.

Briefly tell us about a time where your work was physically demanding. What made it so demanding? To what extent were you able to meet this demand? How did you ensure you performed this demanding work without injury?



INITIATIVE

Please tell us about the time at work, school, or other experience that you are most proud of when you displayed initiative. Please describe the situation, the actions you took, and the results of your actions.

Tell us about a time you identified additional work that you knew would improve the final outcome of a job or project. Please describe the job or project, the improvement you made, the specific actions you took to implement the improvement, and the results of your actions.

Please give us an example of a time you made extensive preparations for a job or assignment that were especially beneficial. Please describe the situation, the actions you took, and the results of your actions.



CONSCIENTIOUSNESS

What are some things you do at work, school or other area that demonstrate your dependability/reliability/diligence?

How do you ensure that all aspects of a work assignment are completed properly?

Please describe a time you did additional work to ensure a job was done as well as possible. What was the situation, what actions did you take, and what were your results?



STRESS TOLERANCE

Please give us an example of a time when circumstances at work created a great deal of stress and you were still able to perform very effectively. Please describe the situation, the actions you took, and the results of your actions.

Please describe a time when you were criticized or opposed and you were still able to perform effectively?

What is your approach to handling/dealing with/responding to a rude customer/co-worker?



TECHNOLOGY APPLICATION

Please describe your computer use on the job, and what programs you have used. What is the most complex thing you have done using any one of these programs? To what extent have you assisted others in learning/using any one of these programs?



CLERICAL SPEED & ACCURACY

What do you do to ensure absolute accuracy (correctness of every number or letter entered) in your work? If verification of your work is necessary, what do you do to verify?

Please describe your experience proofreading. What approach to ensuring accuracy when proofreading do you take? How frequently did you tend to find errors?

Have you ever detected a clerical error (either your own or someone else's) that was critical? Please describe the error, the actions you took, and the results of your actions.



FACT FINDING

Please describe a time you had to locate information that was especially difficult to find to make a determination or address an issue. What was the situation, what actions did you take, and what were the results of your action?

Think of a situation in which you needed more information to determine the appropriate course of action. What was the situation, what additional information was needed, how did you locate the information, and what was the outcome of the situation?



RESPONSIVENESS & FOLLOW-UP

Please describe a time you had significant involvement as follow-up after submitting/ completing an important assignment. What was the assignment, what type of follow-up was needed, what actions did you take, and what was the result?

What are some things you do to ensure that all the needs of the recipient of your work are met?



INTERPERSONAL SKILLS

Please describe a time your interpersonal skills allowed you to complete a difficult job or assignment. What was the situation, what actions did you take, and what were the results of your actions?

Describe a time you were able to remain calm and courteous/cordial when someone was rude, critical, or unfair to you. What was the situation, what was your response, and what was the outcome?

Describe a conflict at work that you were able to effectively resolve. What was the nature of the conflict, what actions did you take, how did others respond, and what was the outcome?



CUSTOMER SERVICE

Please give us an example of a time you provided exceptional customer service. What was the situation, what actions did you take, and what were the results of your actions?

Describe a time you responded positively to a customer who was frustrated and complaining. What was the situation, what actions did you take, and what were the results of your action?



TEAMWORK

Give us an example of a time you offered to help another who was having a difficult time completing his or her work. What was the project, what did you do to assist, and what was the result?

Please describe any experience you have had working in an interdependent team—that is, a team in which success or failure is for the team as a whole, and not any one individual in it. What was your role in the team? What challenges did you face? What lessons did you learn?



EMOTIONAL MATURITY

Describe a time you were able to complete a task that involved someone who was especially unpleasant or uncooperative. What did you do to address the situation? What was the outcome?

Please describe a time when circumstances were very frustrating at work, but you were still able to get the job done. What was your response and the result?



FLEXIBILITY

Please describe a time you had to try another approach to completing work, since the first thing you tried/your first approach didn't work/wasn't effective. What was the project? What was the new approach? What was the outcome?

Please describe a time you had to accept a major change in your work assignment. What was your reaction and the outcome?



FOLLOW ORAL DIRECTIONS

Has there been a time that you had to ask your supervisor to clarify instructions he or she had just stated to you? If yes, please describe. What did you say and what was the outcome?

Please think of a time your supervisor told you to do a job, and it was hard to understand exactly what he or she expected you to do. What was your response and what was the outcome?



FOLLOW WRITTEN DIRECTIONS

Has there been a time that you had to ask your supervisor to clarify instructions he or she had just given you in writing? If yes, please describe. What did you say and what was the result?

Please think of a time your supervisor gave you written instructions to do a job, and it was hard to understand exactly what he or she expected you to do. What was your response and what was the outcome?



ORAL COMMUNICATION

Please describe activities you have had to perform that required you to communicate orally in a very clear and effective manner? What did you do to communicate effectively and what was the response?

Please describe your experience making formal oral presentations. What topics have you covered, who was your audience, and what was the outcome of these presentations?



SHARES KNOWLEDGE & INFORMATION

What do you do to ensure that all involved parties are kept informed of the progress of a project for which you are responsible?

Discuss the means of communication you typically use to keep others informed of project progress or other information they may need to know.



COMMUNITY RELATIONS

Please describe your experience interacting with members of the public.

Please describe an interaction you have had with a member of the public that you believe left an especially positive impression on that individual. What did you say or do and what was the outcome?