

LIVINGSTON COUNTY 911 CENTRAL DISPATCH
Shift Leader Candidate
Promotional Interview Questions 2013

Candidate Name: _____

Evaluator: _____

Instructions: Please score each of the questions below using the following criteria,

1 = Unsatisfactory answer (for any reason)

2 = Satisfactory answer, but wanted more

3 = Satisfactory answer

4 = Excellent answer

1. What are your career goals?

1 2 3 4

2. What are the most critical considerations for you when you set dispatching priorities?

1 2 3 4

a. What do you do if the priorities are in serious conflict?

1 2 3 4

b. Give a specific example to illustrate your approach.

1 2 3 4

3. What do you feel is the Shift Leader's role in handling dissension in the workforce?

1 2 3 4

a. Please reinforce your opinion by giving an example of a situation in which you felt a Shift Leader handled dissension correctly and where it was handled incorrectly?

1 2 3 4

4. How do you handle unpopular management decisions?

1 2 3 4

5. Tell me about a time when the going got really tough. How did you rally the staff and build morale?

1 2 3 4

6. Tell me about a chronic workload or work scheduling problem you have encountered.

1 2 3 4

- a. How did you handle it?

1 2 3 4

7. What are the factors you feel are most important for a team to work effectively?

1 2 3 4

8. How do you proceed when you need to make a decision and no policy exists?

1 2 3 4

9. Describe how you would handle a situation if you were required to finish multiple tasks by the end of the day, and there was no conceivable way that you could finish them.

1 2 3 4

10. What are the most important qualities you will use from being a dispatcher to being a Shift Leader?

1 2 3 4

11. Please give an example of the criteria you feel should be used to evaluate a telecommunications performance.

1 2 3 4

- a. Why do you feel this criterion is important?

1 2 3 4

12. Give me an example of suggestions for change or improvement you have made to your present job.

1 2 3 4

13. All leaders have to deal with conflict situations. Describe a recent disagreement or conflict you personally had to handle.

1 2 3 4

14. Describe the worst decision you ever made and how you corrected it?

1 2 3 4

15. What has been your approach for bringing individuals on board who may be resistant to change?

1 2 3 4

16. If selected for this position, can you describe your strategy for the first 90 days?

1 2 3 4

17. If promoted, what are some of the new challenges you would have to deal with?

1 2 3 4

18. What do you do when you know you are right and others disagree with you?

1 2 3 4

19. You make a decision; after the moment passes (minutes or days) it ends up being the wrong course of action, what do you do?

1 2 3 4

20. What area of your work performance would you wish to improve and why?

1 2 3 4

Total Score: / 100