**Accurate Profile**

Preliminary Statements:

• Thank you for your time.

• We have a list of questions we have prepared and will ask every applicant the same questions.

• We will go through each question, then give you the opportunity to ask a few questions.

• If you are ready to get started, let’s begin.

1) How long did you study to pass the certification exam? What was your process for gaining the knowledge needed? This question will tell you how the applicant approached the process of certification. Did they just "wing it" and take the test, being that confident in their knowledge? Did they cram it all into one week, or did they methodically plan the studying process by setting goals and making progress in a linear fashion?  Look for insight into their studying style to acquire the knowledge necessary for the exam. Did they engage in study groups, online courses, or study on their own?

2) What experience do you have addressing issues that are out of compliance? The applicant's answer to this question will reveal how much knowledge they have about compliance issues. To what extent were they involved in addressing those compliance issues? Do they understand the legal implications or were they just told what to do and how to do it?

3) What types of challenges do you face in your current job? Every job has its difficulties, but understanding what the interviewee considers to be a challenge will provide you with insight into their current (or past) job functions and what they may have a harder time doing or understanding. Answers should ideally reveal a solution rather than placing blame on external situations or people, but be aware of legitimate personal issues that might have affected the challenges in their job (such as medical or mental health reasons).

4) Could you give me an example of a time you made an error in a job? How did you react and respond? Look for the applicant to take responsibility for the situation.  No one is perfect and people can grow and develop by learning from mistakes.  Look for the outcome of the error to determine the applicant's dedication to accuracy.

5) Could you give me an example of a mistake you made and how you learned from this mistake? Applicants may be hesitant to tell you about a mistake, but everyone makes them.  Look for what steps the applicant took to fix the mistake and how they prevented this from happening again.

6) How have you ensured that you are attentive to details at work? The answer will reveal how organized they are. Look for examples of tracking tools, quality checks, or other ways to ensure accuracy.

7) Why is consistency important and what steps have you taken to apply a policy or process consistently? Consistency will result in fairness, yet 100% consistency is next to impossible to achieve.  Look for a pertinent example that sounds like a reasonable resolution.

8) Could you tell me about a way you have improved a system in your department at a previous job? Look for answers that indicate a logical and systematic work flow.  Ideas are important, but they have to be useful and practical.

9) What example can you provide of a time when you lived up to your standard of accountability? What about a time when you did not? What happened, and what did you learn from it? Everyone has standards of accountability that they've decided to live up too, but also have moments when they are unable to live up to their standards. The interviewer can learn what the interviewee did to make up for their mistake. For example, did they change their patterns by putting in extra effort to make sure that they would be able to say they had good accountability in the future? Also pay attention to why they might not have been able to live up to their standard of accountability; be aware that it could be either personal issues, or external complications in the workplace.

10) How do you react when a colleague does not follow through with a commitment they've made? Unfortunately, there are always people in the work place who do not pull their full weight. This is relevant here because how the interviewee reacts to such people can give great insight into their character. Are they the type of person who will complain to a superior, are they someone who will do double the work to ensure the quality of the project? Do they get annoyed but remain passive-aggressive, or are they able to confront the colleague in a non-aggressive way? This question will hopefully allow the interviewer to better understand the character of the interviewee and have an honest discussion with them on what they believe commitment means.

11) Could you give me an example of a situation where had higher standards than others on the team? High standards are wonderful, but working with a know-it-all can be challenging.  The applicant's answer should be confident, without overdoing the confidence and the outcome should be for the benefit of the department or team, not for the applicant to "humble brag" about their contributions.

12) Do you find it easy or difficult to cooperate with other people? Please give an example of either a time you found it easy to work with someone or a time you found it difficult to work with someone. For some, it's easier to work alongside other people; for others, it's better to work alone. Both of these work methods have benefits and consequences. What the interviewer should be looking for is an awareness in the applicant's methods of work, and if the interviewee recognizes that their preferred method has its advantages and disadvantages.

13) When beginning a project of task, how do you ensure you have the information and resources you need? Does the applicant demonstrate an ability to develop a strategy before they jump is and start doing?  How does the example demonstrate an ability to act or take charge before others do?  Look for an understanding of how to not just see opportunities, but develop an action plan.

Points to Wrap Up:

• What questions do you have for me?

• Next steps…

• Thank you for your time. We appreciate it very much.