***Children’s Coordinator Interview Questions***

**Scoring Legend**

4 - Excellent response with good example, shows mastery of competency

3 - Good response with example(s), good understanding, but doesn’t show mastery of competency

2 - Average/poor-shows some understanding of competency, but doesn’t give examples

1 - Very Poor-no or poor examples, no understanding of competency

**Introductory**

* Format of today’s interview STAR=For question describe Situations/Tasks/Actions/Results, candidate will have opportunity to ask questions at the end

**Open in Prayer -**

**Introductory (3-5 minutes) -**

1. How long have you been coming to Heritage and how did you get connected to the church? Where are you currently volunteering at heritage? (R2)
2. You will also occasionally need to lift up to 30 lbs. Will you be able to perform this task? Yes or NO

**- Spiritual Life Questions: (5 minutes)**

1. **Tell us about your spiritual walk. When did you receive Christ? What has Christ been teaching you lately?** (R1) *Candidate should be able to clearly describe when they accepted Christ as their Savior and what the Lord is teaching them now.*
2. **Please describe how you keep yourself spiritually well fed?** (R1) We’re hoping discussion of the following: attendance at church worship, give or tithe, participate in daily devotion-Bible reading and study, serve in ministry, and invite guests to worship.

|  | | 1 | 2 | 3 | 4 |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1  2  3  4 | No clear relationship with Christ – interview stops and we share about Christ.  Struggles defining relationship with Christ.  Clear relationship with Christ, but no plan for growth or minimal spiritual disciplines  Clear relationship with Christ and plan for growth of multiple spiritual disciplines that is being carried out. | | | | | |
| Comments: | | | | | | |

1. **Have you ever been concerned that you may have an addiction to drugs, alcohol, or tobacco, pornography or any other addictions;** and are you currently involved in any relationship or activity that does not honor God? (i.e. cohabitation, sexual purity) Yes/No If yes, please explain.

**Graded Questions: (45 minutes)**

1. Tell us about your experience working with children as a volunteer or as employment. What did you enjoy most? What has led you to decide you want to work children now? (R5)

| No experience working with or volunteering with children. | 1 | 2 | 3 | 4 | Good consistent experience working or volunteering with kids, shows great passion and enthusiasm for kids; bonus if experience with kids in a ministry setting. |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. It’s often easy to blur the distinction between **information meant to be kept in confidence and information meant to be shared.** Can you give me an example of when you were faced with this dilemma? What did you do? Did you ever share confidential information that you shouldn’t have, what did you do? (R6)

| Shared the information despite not being sure, Limited experience | 1 | 2 | 3 | 4 | Kept the information confidential until they had clear instructions to do so. Asked supervisor what to do if unsure |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. What experience do you have with **Microsoft Word, Outlook and Excel?** How proficient are you? (R7)

|  | | 1 | 2 | 3 | 4 |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1  2  3  4 | Very minimal experience with Word and Excel.  Can create sheet, formulas, totals, and print.  Excel can do sorting, filtering, subtotals, averages, copy worksheets  All of the above plus extensive Excel experience such as creating graphs from data, linking spreadsheets, | | | | | |
| Comments: | | | | | | |

1. Describe a time when you had to recruit help to complete a job or find volunteers to accomplish a task. How did you find help? What was the result? (R8)

| No experience recruiting volunteers – struggles coming up with an example of time asking for assistance with a task. | 1 | 2 | 3 | 4 | Several experiences recruiting volunteers; demonstrates ability to maintain a relationship with those volunteers; strong people skills |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. - Tell us about your experience leading a team of volunteers or employees. (R8)

| Has never lead a team before. | 1 | 2 | 3 | 4 | Exceptional ability to lead a large team of volunteers with a proven track record. |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. Tell us about your experience with interacting with **technology in the workplace** and in your **daily life.** **What’s the last new technology, software you have learned?** (R10)

| Doesn’t interact well, doesn’t wish to learn new technology | 1 | 2 | 3 | 4 | Understands the need for technology and embraces it, not afraid to learn new technology |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. Tell me about a job in which you had to work closely with others, building and maintaining relationships, to accomplish a task. What were the results of your team work and how satisfied/dissatisfied were you with that and why? (D1)

| Worked in a job by oneself, doesn’t like working with others | 1 | 2 | 3 | 4 | High level of experience with collaboration and team building, sought out these opportunities |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. How would you handle conflict between you and a fellow employee? Can you give us an example of having to do this in the past? (D2)

| Avoid it and hope it goes away. | 1 | 2 | 3 | 4 | Confronts lovingly first, then if necessary brings in someone else. Shows ability to assess ownership of problem and provide solutions. |
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| Comments: | | | | | |

1. Describe a procedure(s) you’ve used to keep track of multiple items requiring your attention. How many non-routine items do you have to keep track of in a week, in a month? How would you describe your success tracking tasks? (D3)

| Job is most routine tasks, no procedure to track, poor track record | 1 | 2 | 3 | 4 | Job has a high number of non-routine tasks that extend beyond a week, candidate is very successful tracking tasks |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. - Talk about a time when you had to **prioritize on the job**. What were the results? How did you determine a top priority? What would you consider **the top priority of this position?** (D3)

| Limited experience  Cannot prioritize.  Doesn’t prioritize well | 1 | 2 | 3 | 4 | Prioritizes well. This job priority is:  Strong people skills  Detail oriented and excellent organization with people and resources.  Great recruiter.  Takes initiative and thrives in fast-paced environment.  Team player with a “can do” attitude. |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. Describe your experience or a project where you **worked independently with minimal supervision.** What were the results? (D5)

| Limited experience, dependent on supervisor | 1 | 2 | 3 | 4 | Excellent experience and proficiency |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. Tell me a time that you either **set up a process or procedure or improved an existing process or procedure?** (D6)

| No or limited experience with process and procedure improvement or poor analysis of situation or communication of change to stakeholders | 1 | 2 | 3 | 4 | Good examples; shows ability to determine a need for a process and or improve current process and make effective changes, communicate recommend changes with stakeholders |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. Tell about your overall experience training and coaching others? Give us as specific example and what we the results? (D8)

| No experience. | 1 | 2 | 3 | 4 | Gifted, experienced training and coaching |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. Tell us about your experience encouraging volunteers? (D8)

| Poor examples, limited experience | 1 | 2 | 3 | 4 | Consistently encourages volunteers, has significant experience doing so |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. How will you feel about Heritage if you don’t get this position?

*Candidates should have awareness that those working in the church are not perfect and they can overlook personal defects of church staff without it affecting their ability to service the church.*

1. How do you think working in a church would be different than other positions?

*Candidate should recognize that there is a blessing working in the church, but the church is made up of humans and has some of the same struggles as a secular organization. There is conflict at times working in the church. If, they didn’t “get this”, now would be a good time to inform candidates of the reality of working in the church*

**- Other Questions:**

1. Does the panel have additional questions for the candidate? Document questions asked.
2. Do you have any questions for us?

**Next Steps:**

* Score test, %, Give recommendation to SP

**Close in Prayer -**

SCORE at end of interview

1. **Overall communication skills. D4 X8**

| Stammering, unsure of themselves, you just wanted to hang up the phone | 1 | 2 | 3 | 4 | Very articulate, able to sell vision, fun, enjoyed talking with them |
| --- | --- | --- | --- | --- | --- |
| Comments: | | | | | |

1. **Good listener.**

| Applicant’s answers demonstrated poor attention to questions being asked or an inability to understand your communication style. Applicant did not allow you to finish sentences before giving answers | 1 | 2 | 3 | 4 | Attentive, polite, answers demonstrated great ability to comprehend what you were asking |
| --- | --- | --- | --- | --- | --- |

OTHER COMMENTS/CONCERNS::

CHEMISTRY with team?