

## KSAs AND INTERVIEW QUESTIONS

- Knowledge, Skills, and Abilities (KSAs) in the job description should consist of the KSAs you would like to include in the job posting, applicant screening process and interview process.
- Interview questions must be based on the KSAs on the job description
- Ask behavioral, competency, or scenario questions
  - How do you prioritize working on multiple projects?
  - What are some of your best practices for creating and managing a diverse work group?
  - Tell me about a difficult work related problem that you had to solve and describe the approach you took. What was the outcome?

## INTERVIEW QUESTIONS

- Do not ask closed ended questions
  - Don't: Have you used Peoplesoft?
  - Do: What HR systems have you used and in what capacity?
- Do not provide the answer you are looking for in the question
  - Don't: Tell me how you resolved a paycheck error by researching the situation and requested an off-cycle check.
  - Do: How have you resolved a payroll error?
- Campus resource: [Interview Questions Library](#)