

OLIN LIBRARY EDITION

Interview Tip:

Behavioral Interview Prompts

Employers often ask questions about how you responded to specific situations. For example:

- Tell me about a time when you experienced a conflict while working on a team.
- Describe a time when you had to work well under pressure.
- Give me an example of a time when you showed initiative and took the lead.
- Tell me about a time when you made a mistake, and how you handled it.

S.T.A.R. Method

You can use STAR as a framework to structure your response to behavioral interview questions.

- Describe the context and background for a **situation** that's relevant to the question.
- Explain the **task** that needed to be completed. What was the goal?
- Outline specific **actions** you took. How did you exhibit transferable skills?
- Share the **results** of your actions. What was the outcome? What did you learn?

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MARKET

YOUR EXPERIENCE

LET'S TALK ABOUT YOUR ON-CAMPUS EMPLOYMENT EXPERIENCE AT OLIN LIBRARY

Working in the Olin Library exposed you to a diverse community while delivering outstanding service to patrons. You demonstrated the ability to be a fast learner who can think on your feet, proactively seek solutions to problems you recognize, be able to communicate instructions, and maintain a positive and professional attitude. As a student employee working in the Olin Library, you have received extensive training and developed many professional skills that are relevant to any profession. Use this guide to articulate your skills on resumes, cover letters and in interviews.

TRANSFERABLE SKILLS

Project Management Within your position you were required to hone your time management skills in order to set and complete necessary priorities. You were in charge of maintaining and updating numerical and informational databases, as well as supporting the general department administrative needs. You may have also acquired and preserved collections of special value to Rollins and the Central Florida community. This experience conveys discipline and motivation.

Global/Intercultural Fluency Considering the diverse population of students and staff at Rollins, you had to demonstrate the necessary cultural sensitivity and personal awareness to interact with diverse individuals. You also acquired increased understanding of the changing community at Rollins and broader Central Florida. This cultural awareness will come in handy when collaborating with people from different backgrounds in a professional setting.

Critical Thinking/Problem Solving In this role you had to seek solutions to rising problems proactively. This allowed you to develop the ability to exercise reason to analyze issues, make decisions, and overcome challenges that arise during the program. Employers constantly search for individuals who can creatively identify and solve problems.

Oral/Written Communication To excel in your role, you had to demonstrate excellent communication skills. You were required to articulate thoughts and ideas clearly and effectively in a wide array of medium to a variety of individuals in diverse topics. You took the time to practice active listening, and articulate your message with clarity, concision, and confidence. This is a valuable and often underestimated skill!

Professionalism/Work Ethic This role allowed you to enhance your professional skills, such as accountability, mindful listening, attention to detail, commitment, punctuality, and time management. Within this position, you had the opportunity to develop the ability to work collaboratively and independently. You acted with autonomy by setting priorities and completing assignments. The integrity you portrayed will help you excel as a professional in your chosen career.

Teamwork/Collaboration You worked towards a common goal along with a team of professional staff, providing value and support. You may have supported the creation of newsletters, how-to guides, or maintained a database, all while negotiating and managing conflict. Having the ability to collaborate in teams and be receptive to feedback is key for professional growth and success.

SAMPLE RESUME ACTION STATEMENTS

- Greeted library visitors and callers, directing them to the appropriate resources according to their needs
- Demonstrated attention to detail and time management skills when completing multiple projects simultaneously
- Handled and maintained items in special collections and archives, ensuring organization and appropriate tracking/reporting
- Created topical content for the Olin Library Student Assistant Newsletter
- Located library materials for patrons, including books, articles, and audiovisuals.
- Maintained and updated numerical and informational databases

**Because each student's experience is different, use this as a general guide to help you articulate your unique experience.