Environmental Services Director Interview Questions

1. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
2. Provide an experience in which you planned and prepared employee work schedules.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Tell me about a recent experience you've had working with your hands.
5. Tell me how you organize, plan, and prioritize your work.
6. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?
7. How do you stay fit in order to perform physical activities that are required in the workplace?
8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
9. Share an experience in which you helped stop the spread of an infection in a facility.
10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
11. Provide an example when your ethics were tested.
12. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
13. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
14. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges

and results?
15. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
16. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
17. Name a time when your patience was tested. How did you keep your emotions in check?
18. Share an experience in which your willingness to lead or offer an opinion helped your company.
19. Provide an effective method you have used to ensure that work meets specifications and standards.
20. Share an experience in which coordinating activities with other departments helped you to ensure that services were provided in a timely manner.
21. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
22. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
23. Provide a time when you dealt calmly and effectively with a high-stress situation.
24. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
25. Share an effective method you have used to confer with staff in resolving problems.
26. Describe your experience performing and assisting with cleaning duties.
27. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and

can demonstrate some initiative.)
28. Share an effective method you have used to determine the type of work required in facilities.
29. What is the state of your reports and records? Name one thing you would like to improve.
30. Provide an experience in which you resolved a difficult customer complaint.
31. Tell me about effective operational standards and procedures which you have established and implemented.
32. Provide an experience in which you supervised in-house services. What methods made you successful?
33. Provide an effective method you have used to ensure that equipment is working properly.
34. What factors do you consider when selecting new equipment, supplies, and furnishings?
35. Share an experience in which you instructed staff in policies, procedures, and/or use of equipment.
36. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
37. Please share an experience in which you presented to a group. What was the situation and how did it go?
38. Describe your experience performing financial tasks.
39. Share an experience in which you accurately forecasted needed staff and/or stock levels.
40. Provide an experience in which you screened applicants and hired new employees.
41. What factors do you consider when selecting cleaning materials for different surfaces?

42. Tell me about a change you recommended which improved service or operational efficiency in your company.
43. Share an experience you had in dealing with a difficult person and how you handled the situation.
44. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.
45. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
46. What is the key to success when communicating with the public.
47. Provide an example of when you were persistent in the face of obstacles.
48. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
49. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
50. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
51. Provide an experience in which you evaluated employee performance and recommended personnel actions.
52. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
53. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
54. Tell me about an experience in which you analyzed information and evaluated results to choose the best

solution to a problem.
55. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
56. Name a time when your creativity or alternative thinking solved a problem in your workplace.
57. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
58. Share an experience in which you performed grounds maintenance tasks.
59. What is the most challenging part of budgeting for you?
60. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
61. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
62. Share an experience in which you've successfully learned how to handle a new piece of equipment?
63. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)
64. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
65. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
66. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
67. Describe a time when you successfully provided personal assistance to a coworker or patron.

68. Share an experience when you applied new technology or information in your job. How did it help your company?
69. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
70. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
71. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
72. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
73. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
74. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?
75. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?
76. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
77. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.