

Vervoe Interview Guide

Virtual Assistant

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Virtual Assistant, Initiative, Communication, Organized

Competency/Skill	Candidate with this will display	Low	Medium	High
Virtual Assistant	<ul style="list-style-type: none">• Confident to work with little direction• Clearly communicates through multiple platforms and means of communication• Displays initiative and self-motivation• Varied experience in providing a range of VA duties• Effective decision making• Extremely organized			
Questions				
	What do you enjoy the most and least about being a virtual assistant?			
	Tell me about the last time you felt stressed at work. What was the situation and how did you handle it?			

Comments

Initiative

Competency/Skill	Candidate with this will display	Low	Medium	High
Initiative	<ul style="list-style-type: none">• Can work unsupervised• Takes responsibility for getting things done without direction			
Questions				
	How do you keep yourself engaged working remotely?			
	Tell me about a time you have gone above and beyond what has been asked of you for a task, project, or your role as a whole.			
	Describe a time where you have had to make a decision where you haven't had all of the necessary information.			

Comments

Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Strategy	<ul style="list-style-type: none"> • Exceptional communication both written and verbally • Can confidently communicate tough messages to clients, customers, and superiors • Transparency in all work • Honest in all communications 			
Questions				
	Describe a time where there has been a communication breakdown in your role between someone you were working for.			
	Tell us about a time where you have had to communicate a hard message to someone you have worked for or a customer. How did you deliver this?			
	Describe a time where you have taken on a job or task and later realized it was too big or you couldn't complete it. How did you manage this?			

Comments

Organized

Competency/Skill	Candidate with this will display	Low	Medium	High
Strategy	<ul style="list-style-type: none">• Can multitask and prioritize tasks• Confidently manages multiple priorities from scheduling appointments to managing social media• Can handle high workloads while remaining calm			
Questions				
	Tell me how you manage to keep track of the various tasks you're assigned to ensure everything is completed.			
	Describe a time where you have missed a deadline or forgotten to complete a task. What was the situation, why was it missed and what was the outcome?			

Comments