

SkillsUSA Tennessee PS

Virtual Interview Contest

Administrative Office Technology

SkillsUSA is focused on preparing students for career success. With the changes in our world, it is now more important than ever that you know not only how to interview for your future career, but how to do it in a virtual format.

Starting in summer 2020, SkillsUSA Tennessee Postsecondary is hosting statewide Virtual Interview Contests in all industry sectors!

Virtual Interview Contest Process:

Step #1: All chapters will receive “*How to Prepare for Virtual Interviews*” training packet created by the SkillsUSA Tennessee PS State Director

Step #2: Students practice virtual interviewing skills with their instructor. Create a professional resume geared towards the job description included. Participate in a virtual in-class competition to determine top 3 overall students in their program area.

Step #3 The top 3 students from each program submit their recorded virtual skills demonstration interviews and their professional resumes to the state director to be judged by industry professionals.

**Scenarios and detailed instructions are included in this packet*

Step #4 The Top 10 finalists from each sector will be notified of their scheduled time to interview in using *Microsoft Teams* with a panel of industry professionals from their sector. Interviews will be recorded, and once all are scored the overall winners will be awarded Gold, Silver, and Bronze medals.

Job Description: **Administrative Office Technologist**

Job Summary and Responsibilities:

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

Required Competencies:

Occupational Competencies

- **Business research:** Search and collect information relevant for the development of businesses in different fields ranging from legal, accounting, finance, up to commercial matters.
- **Different communication channels:** Make use of various types of communication channels such as verbal, handwritten, digital and telephonic communication with the purpose of constructing and sharing ideas or information.
- **Office systems:** Make appropriate and timely use of office systems used in business facilities depending on the aim, whether for the collection of messages, client information storage, or agenda scheduling. It includes administration of systems such as customer relationship management, vendor management, storage, and voicemail systems.
- **Information security policies:** Implement policies, methods and regulations for data and information security in order to respect confidentiality, integrity and availability principles.
- **Clerical duties:** Perform administrative tasks such as filing, typing up reports and maintaining mail correspondence.
- **Company policies:** Experience with the set of rules that govern the activity of a company.

Foundational Competencies

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- **Reading Comprehension:** Understanding written sentences and paragraphs in work related documents.
- **Speaking:** Talking to others to convey information effectively.
- **Service Orientation:** Actively looking for ways to help people.
- **Writing:** Communicating effectively in writing as appropriate for the needs of the audience.
- **Coordination:** Adjusting actions in relation to others' actions.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.
- **Time Management:** Managing one's own time and the time of others.
- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.

Job Activities:

- Manage and maintain executives' schedules.
- Make travel arrangements for executives.
- Prepare invoices, reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, database, or presentation software.
- Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues, and housekeeping, to aid executives.
- Answer phone calls and direct calls to appropriate parties or take messages.
- Prepare responses to correspondence containing routine inquiries.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Greet visitors and determine whether they should be given access to specific individuals

Pre-Recorded Skills Demonstration Scenario

For this portion of the virtual interview contest, you are to record yourself responding to the following scenario. You may choose to use props, but they are not required. You will be scored on your ability to communicate the process clearly, and to demonstrate your knowledge of the technical skill.

Scenario: Every three months the office you work for holds a quarterly business meeting with various stakeholders. Your supervisor has asked you to schedule, plan, and prepare for the office's upcoming quarterly business meeting. This should include creating and sending an electronic invitation to various attendees, composing a business meeting agenda, and compiling a professionally designed electronic presentation for the business meeting.

1. Describe or demonstrate the details and format of the electronic invitation you will send to attendees.
2. Describe or demonstrate the items that will be included in the business meeting agenda and how you will compose this document.
3. Describe or demonstrate the process of designing and compiling a professional electronic presentation including components you will use in the presentation.



*Once you have completed your recording, upload your file to _____.
You will receive a confirmation email that it has been uploaded successfully.*

Virtual Interview Process

The interview with the judges will be approximately 10 minutes. This will allow adequate time for four to six questions. All contestants will be asked identical questions. Such questions might include the following but will be determined by the judges:

- Tell me about yourself?
- Why are you interested in this position?
- What do you consider to be your biggest professional achievement?
- Where do you see yourself in five years?
- What two accomplishments have given you the most satisfaction?
- Tell me about a challenge at work and how you dealt with it?
- What do you consider to be your outstanding job-related personal characteristics or strengths?
- What qualifications and characteristics do you have that make you feel you'll succeed in your work?

Judges are encouraged to use their own interview techniques and should keep the focus of the interview on the selected questions.

Standards and Competencies

1.0 — Prepare a one-page personal résumé

Design a personal layout and structure for the résumé. Edit résumé for spelling, grammar and effective design. Use included job description as basis for your resume.

- List name, address and phone number
- List educational and training information
- Include areas of study
- List any employment-related certifications or licenses
- Identify name and location of academic/training institutions
- Discuss work experience beginning with present employment
- Outline specific job responsibilities and transferable skills gained, in a bulleted format
- List organizational memberships, major accomplishments and awards earned

2.0 Complete a 10-minute virtual job interview that meets industry standards

- Professionally introduce yourself
- Display good posture, body language and appropriate dress and grooming
- Demonstrate knowledge of the position and technical skills required for the job
- Utilize virtual interviewing etiquette such as:
 - Professional, clean background
 - Professional attire
 - No distractions
 - Proper lighting
 - Quality audio and visual technology



Skills Demonstration Scenario	Possible Points	Points Earned	Notes
Professional Appearance/Grooming	5		
Virtual Setting: Backdrop, Lighting, Audio, Technical Quality, No Distractions	5		
Eye Contact/Body Language	5		
Demonstration of technical skill/knowledge	15		
Verbal communication skills/clarity	10		
Overall Impression	10		
Total	50		
Virtual Interview	Possible Points	Points Earned	Notes
Greeting and Introduction	5		
Professional Appearance/ Grooming	5		
Eye Contact/Body Language	5		
Demonstration of knowledge of the position and technical skills required for the job	10		
Verbal Communication Skills/Clarity	5		
Presentation: Self-Confidence, Persuasiveness	5		
Preparation: Knowledge of Position Applied for and Personal History	5		
Overall Impression	10		
Total	50		
Resume	Possible Points	Points Earned	Notes
Personal Information: Name, address, phone & email	1		
Skills:	2		
Education: Include program of study/Major	2		
Employment: And/or volunteer work or list NA	1		
Activities, Awards and Honors: Should include SkillsUSA membership/activities	2		
References: Or references available upon request	1		
Spelling, Punctuation & Grammar	1		
Total	10		
More than One Page (-1pt)			