



YMCA INTERVIEW GUIDE MEMBERSHIP

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Interview DOs

- Select applications that meet or exceed minimum requirements for the position.
- Prepare in advance. Review application and resume prior to interview.
- Take application and resume with you to the interview for reference during conversation.
- Be on time.
- Greet applicant with a smile and introduce yourself.
- Give an overview of the YMCA and its mission and cause.
- Define position realistically and accurately.
- Dress in a clean and professional manner.

Interview DO NOTs

- Ask any questions about age, religion, national origin, marital status, gender, or disability
- Ask about criminal background/arrest record.
- Dominate the conversation. Let the applicant answer the questions and talk more than the interviewer.
- Make notes on the employee's application. Keep notes on separate sheets of paper.
- Misrepresent the YMCA, the position or pay.

Below are sample questions to use during your interviews.

- *You don't have to use all of them.*
- *Do pick questions from each group and ask each candidate the same questions.*
- *You need to be consistent with questions as to not show discrimination in any form.*

OPENING INTERVIEW QUESTIONS:

- Why have you applied for the position?
- What classes/courses, training or experience have you had that will help you in this position?
- Describe your ideal work environment. What did you like most?
- Describe what you would say about yourself in a group of work colleagues?
- How do you go about making important decisions?
- What is your greatest achievement to date and why?

MEMBERSHIP INTERVIEW QUESTIONS:

- What experience do you have working in customer service?
- How do you build rapport or relationship with members?
- Tell me about an instance in which you were confronted with a change and handled it successfully.
- Tell me about a situation where you had to deal with a difficult or angry person and how you handled it?
- What is your greatest strength when it comes to customer service or sales?
- How do you handle conflict between others?
- Are you comfortable asking a guest to join the YMCA?
- How comfortable are you working with software and business equipment?
- Tell me about a time that you made a new person feel welcome in a new situation.

- Describe a time when you had to relate well to a variety of people. What did you do to develop those relationships?

CLOSING QUESTIONS:

- Have you heard any details or information that makes you uncertain about working in [member services]? Are you still interested in the position?
- How will your work performance enhance the YMCA?
- Do you believe this position is a good fit for you?
- Tell me anything else you would like for us to know about you that will aid us in making our decision.
- What questions do you have for me?

WRAP UP INFORMATION:

- Discuss the next steps in the process.
- Let the candidate know when you will be making decisions on hiring. I.E., We will make final decisions the week of [March 2023]/[Time Frame].
- Thank them for coming in and speaking with you.
- Stand when they go to leave. You can walk them to the lobby to say goodbye and thank them for coming if you have time.

RED FLAGS/ITEMS OF CONCERN TO LOOK FOR:

- Too eager to work with children.
- Answers don't match resume or application information.
- Talks poorly about previous employer.
- They are constantly changing jobs.
- Failure to provide good references.
- Not answering questions clearly.
- Having too many demands.
- Unreliable in communication and follow through