

Preparing for Your Interview

The application process can be overwhelming, but thorough preparation can make all the difference. This document is designed to help you prepare for your interview.

Understanding the STAR Model:

In the City of Regina's hiring process, we utilize behavioral interviews to gain insight into how you've handled various situations in the past. This is a structured approach for answering interview questions. By breaking down your responses into the Situation, Task, Action, and Result, you can effectively showcase your skills, experiences, and problem-solving abilities.

Situation: Set the context by introducing the situation or challenge.

Task: Describe your specific role or objective in that situation.

Action: Explain the steps you took to address the situation, providing detailed examples.

Results: Highlight the outcomes of your actions, emphasizing their effectiveness.

Competency-Based Interview Questions:

Behavioral Questions: You may be asked to describe how you handled real-life situations to assess your skills and abilities. Preparing for the Interview.

Situational Questions: Hypothetical scenarios may be presented, and you'll be asked how you would handle them.

Testing/Assessment: Some positions may require additional tests or assessments before or after the interview to verify essential skills and knowledge.

- Ensure a good night's sleep, manage stress, and eat properly.
- Select attire that is both comfortable and boosts your confidence.
- Keep in mind that we are a "scent-sensitive environment".
- Arrive early to familiarize yourself with the surroundings.
- Plan your route and parking ahead of time; downtown metered parking is \$2/hour, and we recommend allowing for 1.5 hours.
- Bring a copy of your resume and be prepared to speak to your relevant experience, education and career goals.
- Review your skills and experience that relate to the position you applied to.
- Familiarize yourself with behavioural-based and STAR method interview questions.
- Feel free to bring paper and pen along if you'd like to make notes.

Do Your Research:

- Familiarize yourself with our work by reviewing the City of Regina's website at [City of Regina](#).
- Investigate our ongoing projects, annual reports, and community involvement to understand our priorities.
- Carefully review the job posting and identify how your experience aligns. Be ready to highlight key achievements that demonstrate your fit for the role.
- Access sample behavioral interview questions online, such as those available on [Indeed](#).

During the Interview:

- Be prepared to answer, "Tell me about yourself" and clearly articulate your hard and soft skills.
- Pay attention to your body language and be open to feedback.
- Keep your answers concise and to the point.
- Have a two-way conversation, ask questions about the role's objectives, responsibilities, and team structure.
- Be prepared to discuss your desired salary range, minimum accepted salary, and preferred non-monetary benefits.

Question to Ask at the End of the Interview:

At the end of the interview, the interviewer will likely invite you to ask questions. Preparing a few questions in advance is a great way to show your interest in both the position and the City of Regina.

Here are some examples:

- Can you describe the structure of your department?
- How will my performance and responsibilities be evaluated, and who will contact me after the reviews?
- What skills and abilities are essential to be successful in this role?
- What is the company's policy on professional development, such as seminars and training?
- What opportunities for growth and advancement exist within this business unit?
- What do you enjoy most about working in the City?

Feel free to ask additional questions relevant to the role, such as inquiries about the supervisor, team size, and culture.

Additional Tips:

- Since you were selected for an interview, approach it with confidence and enthusiasm. Demonstrate your abilities and express your interest in joining our team at the City. Do your research and present yourself positively and professionally.
- While it's best to focus on work-related experiences, feel free to include relevant volunteer work, student projects, or personal experiences that showcase your skills.
- Use Google to find commonly asked behavioural and situational interview questions. Write out your answers using the STAR method to ensure you've covered all the points.
- Practice answering questions out loud to build confidence.
- Watch YouTube interviews to simulate a real interview experience and refine your skills.

Example of a STAR Interview Question and Answer:**Question:**

Can you describe a time when you had to handle an angry resident regarding a water main break? How did you manage the situation?

Answer:

Situation: During a summer heatwave, our city experienced a significant water main break, causing a disruption in service. I received a call from an upset resident who was frustrated about the lack of water and the impact on their daily routine.

Action: I listened attentively to the residents' concerns, acknowledging their frustration. I calmly explained the situation, including the steps our team was taking to repair the break and restore service as quickly as possible. I provided them with a timeline for repairs and informed them about alternative water sources available in the meantime. Additionally, I offered to follow up with updates as they became available.

Result: The resident appreciated my transparency and willingness to keep them informed. At the end of the call, they expressed gratitude for the information and my assistance. This not only diffused the situation but also strengthened the relationship between the city and the resident, showcasing our commitment to customer service during emergencies.