

Hints on Preparing for an Interview

The below information is subject to change at any time, without prior notification.

Depending on the job class, the oral interview MAY consist of questions or exercises from various categories, such as but not limited to:

| CATEGORY | To What Effect or In What Context is it Used? | To What Degree of Accuracy or at What Level? |
|--|--|---|
| Communication skills and abilities (oral, written, listening, interpersonal/body language) | As needed in addressing routine, sensitive, and complex issues | <u>Oral</u> : Strong, clear, precise, and effective via phone/radio and in person (whether one-on-one, or to a small or large group); <u>Written</u> : Error-free, grammatically correct, correct sentence and paragraph structure, effective style, organized format, user-friendly for the appropriate audience; <u>Listening</u> : Strong, effective, genuine <u>Interpersonal/Body Language</u> : Non-offensive, Non-intimidating, Approachable, Pleasant. |
| Examples may include but are not limited to: <ul style="list-style-type: none"> • Establishing and maintaining good working relations • Addressing and resolving questions, complaints, conflicts, and problems • Presenting information • Instructing, directing, and training employees • Establishing procedures, reports, correspondence, and various other forms of documentation • Following through with directives and instructions | | |
| Reasoning skills and abilities (Problem Solving, Decision Making, Critical Thinking, Comprehension) | As needed in addressing routine, sensitive, and complex issues | Objective, Sound, and Effective |
| Examples may include but are not limited to: <ul style="list-style-type: none"> • Defining problems, Collecting data, Establishing facts, Drawing valid conclusions • Addressing and resolving questions, problems, complaints, and conflicts • Comprehending, evaluating, analyzing, and interpreting information • Thinking outside the box, brainstorming ideas and solutions, being able to look at issues from various perspectives • Exercising good judgment • Making decisions that serve the City's best interests • Comprehending information in oral, written, mathematical, or diagram form • Learning and retaining new information • Performing necessary math, basic to complex, as needed to perform essential job functions | | |
| Leadership skills and abilities | As needed in addressing routine, sensitive, and complex issues | Objective, Sound, and Effective |
| Examples may include but are not limited to: <ul style="list-style-type: none"> • Working on a team to accomplish a goal, as a member or leader of the team • Monitoring and training officers to help them reach their highest potential • Ensuring excellent customer service to internal and external customers • Demonstrating strong initiative, self-starter, pro-activeness, and innovativeness attributes • Demonstrating strong enthusiasm, judgment, commitment • Demonstrating positive role model attributes • Demonstrating dedication and commitment to employee and public safety • Demonstrating flexibility in the face of change • Demonstrating integrity, trustworthiness, honesty, maintaining confidentiality • Demonstrating strong work ethic, proper work temperament, and being an overall dependable employee | | |
| Efficiency skills and abilities | As needed in addressing routine, sensitive, and complex issues | Objective, Sound, and Effective |
| Examples may include but are not limited to: | | |

- Refer to “Computer software/hardware” section of this job description
- Refer to “Vehicles/Equipment” section of this job description
- Utilizing professional and/or technical skills and abilities
- Managing time, organizing, coordinating, being detail-oriented, planning, producing, overseeing/monitoring projects/reports/etc.
- Managing resources efficiently
- Ensuring regulatory compliance
- Streamlining, maximizing productivity, minimizing costs

Job knowledge, skills, and abilities

As needed in addressing routine, sensitive, and complex issues

Objective, Sound, and Effective

Examples may include but are not limited to:

- Refer to “Education and Experience” section of this job description
- Refer to “Certifications, Licenses, and Registrations” section of this job description
- Knowledge in applicable local, state, and federal laws, regulations, court cases;
- Knowledge in criminal justice, law enforcement, and proper procedures related to such;
- Knowledge, skills, and abilities in community-oriented policing.

- Almost every candidate is tense and nervous before an interview, and you are probably no exception. Rest assured that the panel will not try to add to your nervousness. They will not attempt to increase your stress level with trick questions or high-pressure tactics – so try to relax as best you can.
- Two of the most common errors that candidates commit in interviews are to say too little OR to say too much. You should try to avoid both of these errors. Be sure that you say enough to fully respond to the question asked or the scenario presented – but try not to ramble, over-analyze, or go beyond the problem presented.
- You will be asked a standardized set of questions. Do not assume that the interview panelists already know that you know the information (e.g., from your job application, resume, etc.). You have to actually respond orally to the question. In responding, you should stay focused on the question/exercise presented, and respond in a detailed and organized manner.
- Practice your interview skills in advance. Practice interviewing at home; Use a tape recorder or video recorder to see how you present yourself; have family/friends serve as a mock interview panel and have them interview you.
- Prepare yourself in advance to ensure you have confidence in yourself during the oral interview. Research the position and the City of Owensboro in general. Don't forget that the job description is online for your review. This should assist you in feeling more confident. When you feel more confident, it will help you to maintain good eye contact, good posture, normal breathing, and effective communication.
- Communicate clearly, thoroughly, and try not to ramble or repeat yourself.
- If we ask for an example, try to give an actual work or school-related example. If you can't come up with an actual example, then explain how you would handle the situation if you were faced with it – don't just skip the question.
- Do not relate personal information for your answer – stick with job-related information (e.g., if we ask you about your most stressful situation, please don't tell us about a personal issue you had to face such as a divorce).