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Interview Questions Human Resources Director

Plan, direct, or coordinate human resources activities and staff of an organization.

Strategic Planning and Organization

- *What interests you about human resources?*
- *How well has your business/facility/group performed? How did you contribute to this?*
- *What employment trends have specifically affected you and your organization?*
- *How do you schedule your day? How do you handle interruptions?*
- *What are the drivers of a successful business? What metrics do you review to know if you're meeting your goals?*
- *Tell me a time when you successfully coordinated with various departments to implement a program. What were some of the challenges you overcame to make these changes?*

Leadership

- *Some people consider themselves to be "big picture people" and others are "detail oriented". Which are you? Give an example of a time when you displayed this.*
- *How do you ensure employees have the appropriate HR training and knowledge? What information is critical for all employees to know?*
- *How do you delegate work?*
- *Describe your ideal work culture. How do you influence company culture?*
- *If you noticed high turnover in a certain department, how would you address this issue?*
- *How would you deal with an unethical situation? Do you have any examples?*

Composure and Customer Service

- *Tell me about a time you had to deal with an unjustified complaint from an employee.*
- *Describe a difficult experience you had with an employer/manager/coworker and how you handled it.*
- *How do you go about establishing rapport with a new person?*
- *Tell me a time when you deviated from company policy when addressing a concern.*
- *What process do you use to calm an upset employee?*

Communication

- *How do you disseminate information to other people? How do you decide what's important?*
- *How do you explain complex benefits/policies to a person?*

Technology

- *What HRIS/ERP programs have you used? Have you ever updated an existing HRIS program or implemented a new one?*

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"I love the performance management software! It allows me to keep track of all my hires and their metrics in one place! We have been able to push our hiring process faster than ever before!"

Scheduling Link