Interview Questions for Volunteers

General Questions

- Tell me about yourself.
- What are your hobbies and interests? What do you do for fun?
- Do you have any questions for me about our volunteer program?
- Do you have any questions?

Motivation Questions

- Why do you want to volunteer here?
- Why have you chosen the Vancouver Aquarium to volunteer?
- Why are you interested in volunteering for us?
- Why have you decided to become a volunteer at this time?
- What would you like to get out of your volunteer experience?
- Describe a skill or experience you want to gain or improve on during your time volunteering at the Aquarium.
- What do you hope to gain from your volunteer experience in a hospital?
- What are your future educational plans?
- What program have you signed up for and why?
- (Explain opportunities) What are your interests in respect to the volunteer opportunities I just explained?
Skills & Experience Questions

- Please highlight your interests and experiences as they relate to the volunteer position(s) you are applying for. (this includes personal, work and volunteer experience)

- Please highlight any skills and training that you have completed that are related to the volunteer position(s) you are applying for. (this includes personal, work and volunteer experience)

- Have you volunteered before? Where and when?
  - What did you like best about that volunteer work?
  - What did you like least about that volunteer work?

- Tell us about an activity or role you’ve committed at least 6 months to in the past (volunteer work or paid employment).
  - What did you enjoy most?
  - What did you enjoy least?

- What skills, abilities and qualities would you bring to your volunteer role?

- Are you retired? If so, how many years have you been retired for and what type of work did you do prior to retirement?

- Describe a strength or skill that you bring to the Volunteer program at the Aquarium.

- Please tell me about your abilities in the following areas:
  - Skills
  - Experience
  - Personal qualities
  - Education/Training

Specific Skills

Customer Service
Describe a time when you went out of your way to assist a member of the public.

Conflict Resolution
- Please provide an example of a time when you didn’t agree with something/someone. (How did you deal with it and what was the resolution?)
- Can you tell me a time when you experienced conflict and how you resolved it?

Interpersonal Skills
- Describe 3 ways somebody close to you would describe you (i.e. coach, teacher, supervisor, parent)?
- What is your experience with working with a variety of people?

Public Speaking Skills
- Are you comfortable speaking to small groups? Tell us about a time when you have done so before.

Dealing with Stress
- Sometimes the Aquarium can get crowded and noisy, tell us about a time you were in a stressful situation and how you managed it?
Health and Fitness
- Keep in mind many of our Volunteer opportunities require some maneuvering and standing for long periods of time. Can you lift 20 lbs, manage a few steps and stand for four (4) hours?

Reliability/Commitment/”Red Flag” Questions
- What else do you do in a week? Do you have time to volunteer?
- What days and times are best for you to volunteer?
- Do you have or anticipate any conflicts with our training schedule?
- How long do you intend to volunteer at the Aquarium?
- What do you think might be challenging about volunteering here?
- What kind of tasks or situations would you be uncomfortable with or dislike?

Testing your recruitment methods
- How did you hear about our volunteer opportunities?
- How did you hear about Century House?

Specific places to volunteer
- Describe a situation in your life where you spent time in a hospital (visitor, patient).
- Here at the Aquarium, we work around animals in enclosed environments.
  a) How do you feel about animals in captivity?
  b) What role do you think Aquariums play in the community?

References
- Would you tell me a bit about the relationship with each of your references? As a standard procedure we do a reference check on each prospective volunteer.

Criminal Record Checks
- If the position required a criminal record search, would this be of concern to you?
- Do you have any concerns about our request for permission to do a criminal record check?

Youth Only:
- Do you require us to sign over any of your hours for school credit or graduation requirements?

Compiled from:
Century House, City of Surrey, Dogwood Pavilion, Vancouver Aquarium, Place Maillardville, Royal Columbian Hospital