OMBUDSMAN INTERVIEW QUESTIONS

Use interview questions that concern the knowledge, skills, and abilities required to perform the desired duties. Generally, questions should:

- Strive to provide evidence of the applicant’s knowledge, skills, and abilities.
- Not have a “yes” or “no” answer.
- Be objective but allow the applicant to provide sufficient information.
- Be position-related.
- Require the applicant to describe situations and experiences as well as their responses and reactions to those experiences.
- Use vocabulary geared to the level of the interviewees. Avoid jargon or acronyms, which may intimidate applicants.
- Most questions should be open-ended and encourage the applicant to talk.

Avoid the following types of questions:

- Questions that ask for several responses are confusing for both the applicant and the interviewer. In most cases, ask one question at a time.

- Leading questions, which suggest a desired answer and do not elicit an objective response should be avoided in an interview (e.g., “You do like working with people, don’t you?”).

- Questions that ask for speculation such as “What would you do if” or “How would you handle…?”

Verbal communication skills can be directly observed during the interview. Follow-up questions may be needed to get additional pertinent information. The interviewer needs to ensure there is sufficient data to make a rating decision before proceeding to the next question.

The following are suggested interview questions:


Sample Interview Questions for Ombudsman Candidate

1. Why do you want to be a command ombudsman?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

2. How would friends and colleagues describe you?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

3. What do you find to be the most rewarding aspect of the Coast Guard lifestyle? The most challenging?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

4. Tell me/us about a time you helped another person deal with a difficult situation or crisis.
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

5. Tell me how you are uniquely qualified to work with CG families in this area?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

6. Tell me/us about a time when you did not agree with someone in charge and how you handled it.
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

7. Describe how you manage your time and stay organized.
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

8. What are your spouse/family’s reactions to taking on the ombudsman role?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
9. An ombudsman must be available to command families but still set boundaries and limits. How do you set limits?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

10. What questions do you have or information do you need from us?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________