

You're looking to hire an adoption counselor for your shelter, and the resume below comes in the mail. But you need to learn more about the person behind the paper before you make your decision; in this hypothetical scenario, you're looking most of all for someone with strong leadership skills, persistence, initiative, and high standards of customer service. By keeping in mind those key areas of competency, you can develop open-ended questions based on what has already been provided in the resume—and get to know Norma P. Fowler much better than if you just relied on a more general line of questioning.

Norma P. Fowler
678 Collins Avenue
Colorado Springs, CO 80906

Education: **Colorado State University, Ft. Collins, CO**
Bachelor of Science, Animal Science, May 2000
Courses in Marketing and Sociology.
Certified in Animal First Aid and CPR.
Awarded the Senior Honor Award for Leadership.

How long have you been certified? Can you describe a situation when you realized how glad you were that you had learned these skills?

Tell me why you were selected for a leadership award. How active have you been in the communities you've worked in?

Harrison High School, Colorado Springs, CO, May 1996
College Prep Curriculum
Elected representative to the Student Government Association.

Experience: **Humane Society of Hampton Roads, Newport News, VA**
Adoption Counselor, 2002-2003

- Assisted the public with adoptions of cats, dogs, ferrets, rabbits, reptiles and small animals.
- Evaluated adoptability, provided educational materials to the public, and made follow-up assessments.
- Performed health checks on ferrets and assisted with health checks of cats and dogs. Walked dogs and groomed cats.
- Supervised volunteers and trained new employees in adoption procedures.

In what ways were you involved in developing or improving the materials or the process?

How would you handle a situation in which a visitor disagrees with our stance on reptiles as pets?

Tell me about a time you encountered a "difficult" client. How did you handle it? What was your manager's response?

Give me an example of how you motivated the volunteers. What was your greatest challenge, and how did you overcome it?

Milestone Veterinary Hospital, Colorado Springs, CO
Veterinary Technician's Assistant, 2000-2002

- Assisted veterinarians with routine examinations, minor surgeries, and emergencies.
- Performed receptionist duties including making appointments, meeting and greeting clients, answering questions and providing accurate information about facility services.
- Maintained accurate records and tracked volunteer schedules.

Additional Data: **Bilingual English/Spanish, self taught**

Why did you set this goal for yourself? How were your bilingual skills helpful to you at the shelter in Virginia?