

Digital Navigator Interview Question Bank



These questions were used by members of the NDIA Digital Navigators Working Group to interview potential digital navigators.

Setting Expectations

- If hired for this position, you will be working X hours per week, including at least one weekend day. Can you work that schedule?
- The hiring range for the position is \$X per hour. Is this in line with your salary expectations?
- This position will involve a lot of travel around the city/county/state. Do you have a dependable, insured vehicle you can use and a valid driver's license?
- We are looking for individuals with soft skills, not tech skills. Please check which of the following statements are true about you:
 - I have the ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.
 - I have excellent self-organization, language capacity, and cultural competency.
 - I have excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.

- I have the ability to demonstrate a positive attitude, excellent interpersonal skills, cultural sensitivity, and a sense of humor in working with diverse customers, coworkers, and the community.
- I have the ability to creatively solve problems, and negotiate and handle stressful situations in a positive manner.
- I have the ability to provide excellent customer service, establish appropriate boundaries with clients, and demonstrate innovation and flexibility.

Background

- Tell us about yourself, and work experience, and why you are interested in this position.
- What do you know about access to digital resources in your community? What are barriers to digital access? Where are there opportunities to support your community?
- Thinking about the digital navigator role, what parts of the job are you most excited about? What parts do you think you would find challenging?
- Digital Navigators will roam a lot, and the position requires a lot of autonomy and self-direction. What do you need to be successful in this role?
- What other language(s) beside English do you speak well enough to offer tech help?

Relationship Building

- How do you go about establishing a connection with a customer? Give us an example of a time when you did establish a connection with a customer.
- Tell us about one of your favorite experiences working with a team and your contribution to the team.
- Digital Navigators work with people who are unhoused or experiencing other life challenges. That means sometimes they come into an

appointment and they're already nervous or anxious or angry. What would you do to create a comfortable environment and help that person learn what they want to learn?

- Digital Navigators will work out of many different locations. How would you familiarize yourself with each community and build relationships with staff, customers and other local organizations?
- How do you feel connected to your community? How do you build relationships in your community? How will those skills translate over to this position?

Boundary Setting and Deescalation

- Working with the public means occasionally we have interactions with people who are upset or agitated. Tell us about a time you had to defuse a tense situation.
- Tell us about a time you felt someone acted inappropriately or crossed your boundaries. How did you handle it?
- How do you take care of yourself when something stressful happens? What do you do in the moment? What do you do long-term to deal with stress?

Curiosity and Willingness to Learn

- What's the last new thing you taught yourself?
- As a digital navigator, you would be scheduled for many hour-long individual tech help appointments each week. What would you do if someone schedules an appointment for help with a software program you aren't familiar with?

Roleplay / Hypotheticals

If these questions are done as a roleplay (interviewer pretends to be the client, the applicant pretends to be a digital navigator), then be sure to use actual devices/websites/etc so the candidate can work through the problem in real life. For all of these, you are not necessarily looking for the correct answer but for how the candidate goes about looking for an answer. Do they welcome the client? Do they ask the client what they want to do? Do they try to make sure the client is doing the work on the device? If they do the work for the client, do they explain what they're doing while they're solving the problem?

- You are connected with a community member that needs support signing up for unemployment benefits. They have a laptop at home, but no internet. How would you support them?
- A person is having difficulties navigating a website. How would you approach their issue to find out how to best address their problem, while also building skills?
- Imagine a customer comes up and tells you they forgot the password to their email. What steps would you take to help them?
- I'm going to roleplay a customer. "My friend just gave me this tablet. Teach me how to use it!"
 - *Bring a tablet. Roleplay should include "I don't know what I can do with it - I'm not very good with computers." and "I want to keep in touch with friends."*

Wrap Up

- Is there anything we didn't ask you about that you would like to share with us?
- What questions do you have for us?