

Interview Questions - for Recruiters

The following guiding questions will help assess knowledge, skills and relevant qualities when interviewing candidates for an online community manager role. They should be adapted to suit role specifics and the context of your community and organisation.

GENERAL

- How do you define and understand community?
- How would you articulate the benefits of community to stakeholders who are uninformed or unconvinced?
- What's your approach to cultivating a sense of community among users/members?
- Can you share some examples of effective tactics to drive desired engagement within previous communities you've looked after?
- How might you approach re-engaging participants who are no longer active in the community?
- Can you share an example of a challenging moderation or conflict management scenario you've navigated - your approach and the outcomes?
- Can you share an example of how you've managed change within your online community?
- How do you define a successful community? What factors would you consider in assessing success for the community this organisation has/intends to build?
- Can you share some outcomes your community management has enabled for organisations? (e.g. commercial, social impact)
- Can you summarise your familiarity with Australian legal and regulatory landscape affecting online communities?
- If we were to ask members of a community you've had custody of about your strengths and weaknesses as a community manager, what would they share?
- If you're comfortable doing so, can you speak to your self-care practices as a community manager?
- What do you find the most rewarding about online community management? The most challenging?

HIGH-RISK, SENSITIVE OR HEAVILY REGULATED INDUSTRIES

- How do you define and understand duty-of-care in your work with online communities?
- Can you share examples of when you've created or implemented governance for a high-risk online community? What are the most important considerations in your process and approach?
- Can you talk us through an example of crisis management you led or supported for a community you looked after?
- How do you typically manage your wellbeing in relation to screen-time, down-time and exposure to toxic or high-risk content?