

Template and Guide for Project Coordinator Role

What This Tool Does

This tool helps you assess how candidates approach tasks, organize information, and respond to situations relevant to the role. It provides a structured way to observe competencies that may not be fully demonstrated through applications or interviews.

When to Use It

- After interviews, when additional evidence is needed
- When key competencies are difficult to assess through conversation alone
- When comparing candidates with similar interview performance
- When aiming to strengthen confidence in hiring decisions

What You'll Do

- Select 3–5 competencies to observe
- Present a short, role-relevant scenario
- Ask candidates to explain how they would approach the situation
- Observe how they organize tasks, make decisions, and communicate
- Record observations using a simple scoring approach

Instructions:

- Select one or more simulations to use
- Share the scenario(s) with the candidate
- Ask them to talk through their approach
- Use the score sheet to guide your evaluation

Each simulation takes approximately 10–15 minutes

Simulation 1: Organizing and Communicating a Project Update

Best used to assess: prioritization, planning, and structured thinking

Scenario Context

You are a Project Coordinator supporting an active project. Several tasks are underway, and not all information is complete.

You are reviewing your tracker and see:

- A supplier confirmation for roofing materials was due yesterday, but no response has been received
- A schedule update is due today and is partially complete
- A stakeholder progress update is due by the end of the day, but has not yet been started

Additional context:

- A stakeholder has asked about possible delays
- A team member is waiting for direction

Candidate Task

Please explain:

1. How you would prioritize these tasks and why
2. What you see as the most urgent or highest-risk issue
3. What your next 2–3 actions would be
4. What you would communicate to stakeholders or your team (2–3 sentences)

Score the Candidate

Focus on how the candidate approaches the situation, not whether they arrive at a single “correct” answer.

Scoring Guidance Focus on how the candidate approaches the situation, not whether they arrive at a single “correct” answer.

Scoring Guidance

1 = Limited evidence 2 = Some evidence 3 = Strong evidence

Competency Area	What to Look For in This Scenario	Score (1–3)	Notes
Prioritization & Organization	Orders tasks logically, identifies priorities clearly, sequences work effectively		
Problem-Solving & Judgment	Identifies risks, considers implications, selects reasonable next steps		
Communication	Provides clear, structured updates and explains reasoning logically		
Task Awareness & Tracking	Demonstrates awareness of multiple moving parts and keeps information organized		

Notes

Simulation 2: Responding to a Site Coordination Issue

Best used to assess: judgment, communication, and handling pressure

Scenario Context

You are supporting a project where work is underway on-site.

A contractor reports that a safety procedure is not being followed consistently. At the same time:

- The site supervisor is unavailable
- Work is scheduled to continue
- There is pressure to avoid delays

Candidate Task

Please explain:

1. What your immediate response would be
2. Who you would communicate with and why
3. What information you would document or escalate
4. How you would balance safety with keeping work moving

Score the Candidate

Focus on how the candidate approaches the situation, not whether they arrive at a single “correct” answer.

Scoring Guidance

1 = Limited evidence 2 = Some evidence 3 = Strong evidence

Competency Area	What to Look For in This Scenario	Score (1–3)	Notes
Judgment & Decision-Making	Makes sound decisions with incomplete information, balances competing priorities		
Communication	Explains response clearly and logically, identifies key stakeholders		
Risk & Safety Awareness	Recognizes potential risks and responds appropriately		
Professionalism Under Pressure	Remains composed, practical, and focused in a high-pressure situation		

Notes

Simulation 3: Managing a Client Communication Breakdown

Best used to assess: communication, judgment, and stakeholder coordination

Scenario Context

You are supporting an active project and become aware of a communication gap.

You are told:

- A client has reached out asking for an update and expressing concern about delays
- The most recent update has not been sent
- Internal notes are incomplete and slightly inconsistent
- A team member indicates that some information is still being confirmed

There is pressure to respond quickly, but not all details are finalized.

Candidate Task

Please explain:

1. How you would respond to the client in this situation
2. What information you would confirm internally before responding
3. How you would manage expectations while information is still incomplete
4. What steps you would take to prevent similar issues going forward

Score the Candidate

Focus on how the candidate approaches the situation, not whether they arrive at a single “correct” answer.

Scoring Guidance

1 = Limited evidence 2 = Some evidence 3 = Strong evidence

Competency Area	What to Look For in This Scenario	Score (1–3)	Notes
Communication	Provides clear, professional messaging and manages tone appropriately		
Judgment	Balances speed vs accuracy, avoids overcommitting or misinforming		
Stakeholder Awareness	Considers client needs, internal coordination, and information flow		
Organization & Follow-Through	Identifies gaps and outlines clear next steps		

Notes
