



Interviewing with Firefly

For job candidates, interviewing can be one of the most daunting parts of the job search process. You will be asked questions about your skills and experience as well as how you have responded when faced with various situations. This can make even the most confident of candidates break a sweat!

To help prepare you for the big day, we created this guide to give you an inside look of the interview process at Firefly. We hope it will help prepare you for interviews you may have going forward, not just with us, but with any company.

The Basics

On average, it takes anywhere from two to four weeks from the first conversation to an offer. Our people are what make us great, so we take this process seriously while also respecting that you may have limited time and other options to consider.

Before Your Visit

Our Story

Firefly Credit Union started in 1925 as the first credit union in the state with a membership originally for Minneapolis postal workers. Over the years, we have continued to grow as our membership has evolved; in 2004, we transitioned to a community charter to better serve the 7-county metro while continuing to maintain our focus on providing guidance and opportunity for our members. Today, Firefly has over 75,000 members and over \$1.1 Billion in assets. Our team of around 250 employees works hard to light the way because we know that, together, we can do great things.

Mission

Working together, we share our 90+ years of experience and understanding to guide our members toward lifelong financial well-being.

Core Values

- ***Respect:*** Earn the trust of others.
- ***Collaboration & Teamwork:*** Be accountable for what you do.
- ***Adaptability:*** Find the “yes” in every situation.
- ***Hard Work:*** Make a positive difference every day.

Office Locations

Our Corporate Office is located in Burnsville and we have a training facility in Bloomington. As of today, Firefly has 9 full-service branch locations to help serve our membership: Burnsville, Bloomington, Lakeville, Shakopee, Chanhassen, Minneapolis, Brooklyn Park, Fridley and Maple Grove. We also have a partnership with our local Burnsville High School, where we have a service-assisted branch location run by students to advise and help guide their peers on financial education matters.

The Interview Process

Types of Interviews

- **Phone Interviews:** Our recruiting team reviews application submissions and will reach out via phone or email if they feel you may be a good fit and would like to move forward in the process with you. Phone interviews are conducted by our recruiting team and typically last anywhere between 20-30 minutes.
- **On-Site Interviews:** We try to host on-site interviews at the location that the position would be working at. Generally, on-site interviews will include a representative from the Human Resources team and the hiring manager for the position which you applied for. Sometimes we will include additional individuals in the on-site interview to better assist in our decision making process. On-site interviews typically last anywhere between 30-60 minutes.
 - **When You Arrive:** The check-in process will vary by interview location so please follow the instructions outlined in your interview confirmation email. When possible, we request for you to arrive 15-20 minutes early to complete paperwork and give you time to get settled.
 - **After Your Visit:** Your recruiter will follow-up to discuss next steps. We try to move as quickly as possible and keep you in the loop every step of the way.
- **Virtual Interviews:** When needed, if a candidate is not local or coming on-site is not feasible, we can coordinate a virtual interview via Skype as an alternative. Your recruiter would work with you in regards to specifics to get it set up.

Online Assessment

Finding the right talent is important to us. We are seeking the best candidate to join our team in providing a professional, warm, and welcoming experience for our members. To assist us with this process, we have an assessment that we ask candidates to please complete prior to an on-site/virtual interview. It takes about 35-minutes to complete and provides us with more information pertaining to your thinking style, motivation/interests and personality.

What to Wear to an On-Site/Virtual Interview

A rule of thumb is to dress in a manner that is professionally appropriate for the position which you are applying for. To help guide you for interviews at Firefly, the dress code at our Corporate Office is business casual and our branch locations wear business professional attire.

Ask Us Questions, too!

Finding a good fit goes both ways so please don't hesitate to use your interview as a chance to get to know us better! Gather information about our organization, our people, and our culture while you're here.

Preparing For Interviews

To help you shine during the interview process, preparation beforehand is essential. Here are some pre-interview tips so you can go into your meeting feeling confident.

- **Research the Company:** You should thoroughly research the company you are interviewing with, as you want to make sure you understand the business and the role you would have in its success.

- ***Anticipate Questions You Might Be Asked:*** It's important to think early on about the questions you may be asked so you can prepare an articulate response. You don't want to be caught off-guard! Here are some general interview questions, which you can always search for additional examples online:
 - What do you know about our organization?
 - Can you please share with me your background and experience?
 - Why are you looking for a new position at this time?
 - What interests you about the opportunity we have available?
 - What do you consider to be your greatest strength?
 - What are two areas you wish to improve your skill sets?
 - Is there anything we didn't cover that you would like to add?
 - Do you have any questions for us?
- ***Dress Appropriately for the Interview:*** You want to dress appropriately and professionally for the job interview. If you have a contact who works for the employer, you can ask them about the general dress code -- or you can always request the organization's dress code directly from your recruiter.
- ***Arrive Early and Prepared for the Interview:*** Make sure to arrive at the interview on time; download directions in advance and anticipate traffic delays to help prevent any surprises. Also, it is recommended to turn off your cell phone so it doesn't ring or buzz during the interview.
- ***Bring Any Necessary Documents:*** It can be helpful to bring copies of documents with you for the interview, in case the need arises. Such documents could include:
 - Copies of your resume
 - A list of references (including each person's title, company and contact information)
 - A list of questions you have for the interviewer(s)
 - Work samples, if requested

Still Have Questions?

If you have any additional questions about your interview as we navigate our process, please don't hesitate to contact your recruiter.

Thank you for considering Firefly Credit Union in your career search!