

AI SUGGESTION:

A true exit interview is intended to learn **why the employee is leaving, what worked, what didn't work, and what organizational improvements should be made.** For a position as critical as the Central Office Manager, I'd recommend combining traditional exit interview questions with role-specific feedback.

O'AHU INTERGROUP OF HAWAII, INC.

CENTRAL OFFICE MANAGER EXIT INTERVIEW

Employee: _____

Date: _____

Interviewer: _____

Last Day of Employment: _____

Part 1: Decision to Leave

1. What led to your decision to leave the Central Office Manager position?

2. Was there a specific event or circumstance that influenced your decision?

3. What factors played the largest role in your decision? (Check all that apply)

☐ Compensation

☐ Work Schedule

☐ Workload

☐ Leadership/Governance

☐ Limited Resources

☐ Personal Reasons

☐ Professional Growth

☐ Family Obligations

☐ Health

☐ New Opportunity

☐ Other: _____

4. Could anything have been done that might have encouraged you to stay?

Part 2: The Role

5. What did you enjoy most about this position?

6. What aspects of the job were most rewarding?

7. What aspects of the job were most frustrating?

8. Was the scope of the position realistic for a 30-hour-per-week role?

☐ Yes

☐ No

Comments:

9. Which responsibilities consumed the most time?

10. Which responsibilities should be reassigned, streamlined, or automated?

Part 3: Organizational Support

11. Did you feel you had the resources needed to perform your job effectively?

☐ Always

☐ Usually

☐ Sometimes

☐ Rarely

Explain:

12. Were OIG policies and procedures clear and helpful?

☐ Yes

☐ No

Comments:

13. Did you receive appropriate guidance from OIG Officers and the Steering Committee?

☐ Yes

☐ No

Comments:

14. What additional support would have helped you succeed?

Part 4: Volunteers & Fellowship

15. How would you describe your experience working with volunteers?

16. What challenges did you encounter in recruiting, training, or retaining volunteers?

17. What improvements would strengthen volunteer engagement?

18. How effectively do volunteers support the Central Office mission?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement

Comments:

Part 5: Systems & Processes

19. Which office processes worked particularly well?

20. Which office processes need improvement?

21. Are there any unnecessary processes or reporting requirements?

22. Which systems create the greatest administrative burden?

- ☐ QuickBooks
- ☐ WordPress
- ☐ Google Workspace
- ☐ eVoice
- ☐ Literature Inventory
- ☐ Reporting Requirements
- ☐ Other: _____

Comments:

Part 6: Leadership & Governance

23. How effectively do OIG leadership structures support the Central Office?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Comments:

24. What recommendation would you make to OIG Officers?

25. What recommendation would you make to the Steering Committee?

26. Are there organizational issues that should receive greater attention?

Part 7: Future of the Position

27. What changes would make this position more attractive to future candidates?

28. What skills are most important for your successor to possess?

29. What should OIG be looking for in the next Central Office Manager?

30. If you were redesigning this position, what would you change?

Part 8: Overall Experience

31. How satisfied were you with your experience as Central Office Manager?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

32. What are OIG's greatest strengths?

33. What are OIG's greatest opportunities for improvement?

34. Would you recommend this position to someone else?

- ☐ Yes
- ☐ No
- ☐ Maybe

Why?

35. Is there anything else you would like OIG leadership to know?

Final Question

Looking back on your tenure, what is the single most important change O'ahu Intergroup should make to better support the Central Office and fulfill its mission?

This format will help your board understand **why she is leaving, whether the job is properly structured, whether compensation/workload is realistic, and what changes**

should be made before hiring the next manager. That's the information a true exit interview should uncover.