

## Funeral Arrangement Director Interview Questions

1. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

2. What is the key to success when communicating with the public.

3. What kind of experience do you have planning, scheduling, or coordinating funerals, burials, or cremations, arranging details such as floral delivery or the time and place of services?

4. Walk me through how you would offer counsel and comfort to bereaved families or friends.

5. Describe an experience when you provided information on funeral service options, products, or merchandise and maintain a casket display area.

6. Share an experience you had in dealing with a difficult person and how you handled the situation.

7. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

8. Tell me how you organize, plan, and prioritize your work.

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

11. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

12. Please share an experience in which you presented to a group. What was the situation and how did it go?

13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

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14. Provide an example when your ethics were tested.
15. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
16. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
17. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
18. Describe methods you have found helpful to oversee the preparation and care of the remains of people who have died.
19. Provide an effective method you have used to consult with families and friends of deceased persons.
20. Provide a time when you dealt calmly and effectively with a high-stress situation.
21. Name a time when you performed embalming duties.
22. Give me an example of when you thought outside of the box. How did it help your employer?
23. What is the most challenging part of arranging for clergy members to perform needed services?
24. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
25. Name a time when your patience was tested. How did you keep your emotions in check?
26. Share an example when you effectively discussed and negotiated prearranged funerals with clients.
27. Tell me about the last time you informed survivors of benefits for which they may be eligible.

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28. Describe an experience when you planned placement of caskets at funeral sites or place or adjust lights, fixtures, or floral displays.

29. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

30. Name a time when you managed funeral home operations, including the hiring, training, or supervision of embalmers, funeral attendants, or other staff.

31. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

32. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

33. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

34. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

35. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

36. Name a time when your creativity or alternative thinking solved a problem in your workplace.

37. Provide an example of when you were persistent in the face of obstacles.

38. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

39. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.

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40. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

41. Would you consider analyzing data or information a strength? How so?

42. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.