

Complaint Operator Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
3. Describe your experience operating communication systems.
4. Share the methods you have used to greet callers, transfer calls, and/or to provide prompt information.
5. What is the key to success when communicating with the public.
6. 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.)
7. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
8. Provide an example when your ethics were tested.
9. Describe your experience using paging and interoffice communication equipment.
10. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
11. Name a time when your patience was tested. How did you keep your emotions in check?
12. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
13. Share an effective method you have used to ensure that secure conditions of alarm systems are maintained.
14. What is the state of your records of calls? What is something you would like to improve?

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15. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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16. Provide a time when you dealt calmly and effectively with a high-stress situation.

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17. Provide an experience in which you suggested rewording of a message for clarity and conciseness.

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

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19. Share an experience in which your organizational skills helped you to be effective in your work. (Be sure the candidate will record messages, label them with the time and date, and file them appropriately.)

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20. Describe your experience performing clerical duties.

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21. Provide an experience in which you effectively arranged conference calls.

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22. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

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

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

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25. 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.)

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

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

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28. Please share an experience in which you presented to a group. What was the situation and how did it go?
29. Name a time when your creativity or alternative thinking solved a problem in your workplace.
30. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
31. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
32. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
33. Share an experience in which your willingness to lead or offer an opinion helped your company.
34. Share an experience when you applied new technology or information in your job. How did it help your company?
35. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
36. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
37. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
38. Describe a time when you successfully provided personal assistance to a coworker or patron.
39. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
40. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges

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and results?

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

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

43. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)