

Patient Service Representative Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Provide an experience in which you effectively prepared itemized statements, bills, and/or invoices.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Tell me how you organize, plan, and prioritize your work.
5. Share an experience when you applied new technology or information in your job. How did it help your company?
6. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
8. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
9. Would you consider analyzing data or information a strength? How so?
10. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
11. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
12. Provide an example when your ethics were tested.
13. 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.)

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14. 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.)

15. Name a time when your patience was tested. How did you keep your emotions in check?

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

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

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

19. Share an experience in which you resolved a discrepancy in accounting records.

20. What is the state of your records of invoices and/or support documents? Name one thing you would like to improve.

21. Describe your experience performing bookkeeping work.

22. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

23. Provide an experience in which you successfully tracked accumulated hours and dollar amounts charged to client jobs to calculate fees for services.

24. Provide an experience in which you typed forms and documents.

25. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

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

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27. Describe the methods you have used to set rates.
28. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
29. Please share an experience in which you presented to a group. What was the situation and how did it go?
30. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
31. Share an experience in which you effectively compiled reports of cost factors.
32. 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.)
33. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
34. Share an experience in which your willingness to lead or offer an opinion helped your company.
35. Provide an effective method you have used to keep manuals up-to-date.
36. Provide an experience in which you accurately estimated market value of products and services.
37. Name a time when your creativity or alternative thinking solved a problem in your workplace.
38. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
39. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
40. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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41. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

42. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

43. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

44. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

45. 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.

46. Describe a time when you successfully provided personal assistance to a coworker or patron.

47. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

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