

Service Coordinator Interview Questions

1. Describe your approach to using mediation techniques to facilitate communication between disputants, to further parties' understanding of different perspectives, and to guide parties toward mutual agreement.

2. Walk me through how you confer with disputants to clarify issues, identify underlying concerns, and develop an understanding of their respective needs and interests.

3. Share with me the process of preparing settlement agreements for disputants to sign.

4. Expound how you prepare written opinions or decisions regarding cases.

5. Describe an experience where you conducted initial meetings with disputants to outline the arbitration process, settle procedural matters such as fees, or determine details such as witness numbers or time requirements.

6. What method have you found helpful when analyzing evidence and apply relevant laws, regulations, policies, and precedents in order to reach conclusions?

7. Tell me about the last time when you recommended acceptance or rejection of compromise settlement offers.

8. What approach have you found helpful when notifying claimants of denied claims and appeal rights?

9. What kind of experience do you have researching laws, regulations, policies, or precedent decisions to prepare for hearings? Share an example.

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

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

12. Share an experience when you applied new technology or information in your job. How did it help your company?

13. Give me an example of when you thought outside of the box. How did it help your employer?

Service Coordinator Interview Questions

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

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

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

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

18. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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

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

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

22. Walk me through how you Interview claimants, agents, or witnesses to obtain information about disputed issues.

23. What methods do you use to determine existence and amount of liability, according to evidence, laws, and administrative and judicial precedents.

24. Describe an experience where you arranged and conducted hearings to obtain information and evidence relative to disposition of claims.

25. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

26. Provide an example when your ethics were tested.

Service Coordinator Interview Questions

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

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

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

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

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

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

33. 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.)

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

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

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

37. Tell me about a time when you conducted studies of appeals procedures to ensure adherence to legal requirements or to facilitate disposition of cases.

38. Walk me through how you evaluate information from documents such as claim applications, birth or death certificates, or physician or employer records.

Service Coordinator Interview Questions

39. Describe an experience where you organized or delivered public presentations about mediation to organizations such as community agencies or schools. How did it go?

40. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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

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

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

44. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

46. 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?

47. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

49. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?