

Complaint Investigations Officer Interview Questions

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

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

3. Share an effective approach to investigate employment practices or alleged violations of laws to document and correct discriminatory factors.

4. What method have you found helpful when interpreting civil rights laws and equal opportunity regulations for individuals or employers?

5. What is the most challenging part of acting as liaisons between minority placement agencies and employers or between job search committees and other equal opportunity administrators?

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

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

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

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

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

11. 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?

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

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

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

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

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

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

18. Provide an example when your ethics were tested.

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

20. Describe an experience where you met with persons involved in equal opportunity complaints in order to verify case information, and to arbitrate and settle disputes.

21. What have you found to be the best way to study equal opportunity complaints to clarify issues?

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

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

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

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

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

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

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

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

31. 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.)

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

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

34. Walk me through how you coordinate, monitor, or revise complaint procedures to ensure timely processing and review of complaints.

35. What kind of experience do you have developing guidelines for non-discriminatory employment practices, and monitoring their implementation and impact?

36. Share an experience in which your willingness to lead or offer an opinion helped your company.

37. Describe an experience when you counseled newly hired members of minority or disadvantaged groups, informing them about details of civil rights laws.

38. Share an effective approach to review company contracts to determine actions required to meet

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governmental equal opportunity provisions.

39. 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.)

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

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

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

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

44. What is the most challenging part of providing information, technical assistance, or training to supervisors, managers, or employees on topics such as employee supervision, hiring, grievance procedures, or staff development?

45. Have you ever conducted surveys and evaluated findings to determine if systematic discrimination exists? If so, what did you learn?

46. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

47. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

48. Walk me through how you meet with job search committees or coordinators to explain the role of the equal opportunity coordinator, to provide resources for advertising, or to explain expectations for future contacts.

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

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