

## Customer Service Representative Interview Questions

|   |
|---|
| 1. Share an experience you had in dealing with a difficult person and how you handled the situation.  |
|   |
| 2. Share an experience in which you compiled data to prepare reports.   |
|   |
| 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. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)   |
|   |
| 6. Provide an effective method you have used to ensure that money collected is properly recorded and secured.   |
|   |
| 7. Provide a time when you dealt calmly and effectively with a high-stress situation.   |
|   |
| 8. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?  |
|   |
| 9. 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? |
|   |
| 10. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?  |
|   |
| 11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?  |
|   |
| 12. Provide an example when your ethics were tested.  |
|   |
| 13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.  |
|   |
| 14. Share an experience in which you responded to requests for the release of information in medical records. How did you ensure compliance with laws and regulations?      |

## Customer Service Representative Interview Questions

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

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

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

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

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

20. Provide an experience in which you presented a clear and concise explanation of a rule or regulation.

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

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

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

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

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

26. 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.)

## Customer Service Representative Interview Questions

27. What is the state of your files and control records of correspondence activities? What is something you would like to improve?

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

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

30. 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.)

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 your creativity or alternative thinking solved a problem in your workplace.

33. Share an experience in which you composed letters in reply to correspondence on various issues.

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

35. 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?

36. Share an experience in which you effectively prepared records for shipment by certified mail.

37. Provide an experience in which you effectively conferred with company personnel regarding the feasibility of complying with a writer's request.

38. Share an effective method you have used to instruct typists on format, addresses, addressees, and/or necessary copies.

39. Describe an experience in which your ability to work well with others and reconcile differences helped

## Customer Service Representative Interview Questions

your company or employer. (Make sure the candidate knows how to negotiate.)

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

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

42. 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.)

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

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

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

46. 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.

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

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

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

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