

Payroll Technician Interview Questions

1. Tell me how you organize, plan, and prioritize your work.
2. Provide an experience in which you detected and reconciled a payroll discrepancies.
3. Share an experience you had in dealing with a difficult person and how you handled the situation.
4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
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. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Describe an effective method you have used to maintain payroll records and employee information.
10. Share an experience in which you effectively computed wages and deductions.
11. Share an experience in which you verified attendance, hours worked, and pay adjustments and posted information on records.
12. Provide an experience in which you kept track of leave time for employees.
13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
14. Provide an example when your ethics were tested.

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15. Provide an experience in which you effectively prepared and balanced period-end reports.
16. Share an experience in which you effectively issued and recorded retroactive pay adjustments.
17. Share an experience in which you completed, verified, and processed forms and documentation for administration of benefits.
18. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
19. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
20. 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.)
21. Share an effective method you have used to keep informed of changes in tax and deduction laws.
22. Provide an experience in which you compiled statistical reports, statements, and summaries related to pay and benefits accounts.
23. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
24. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
25. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
26. Name a time when your patience was tested. How did you keep your emotions in check?
27. Share a time when you willingly took on additional responsibilities or challenges. How did you

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successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

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

29. Share an experience in which you effectively conducted verifications of employment.

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

31. 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.)

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

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

34. 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.

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

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

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

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

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

40. Tell me about a special program you coordinated which involved payroll deductions.

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

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

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

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

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

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

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

48. 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?

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

50. 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?