

## Customer Service Assistant Interview Questions

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

2. Describe your experience referring to directories to answer customers' requests and provide telephone information.

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

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

6. Provide an example when your ethics were tested.

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

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

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

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

11. Describe your experience operating a switchboard.

12. Provide an experience in which your knowledge of alternate spellings, possible locations, or other listing formats helped you to locate information a customer requested.

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

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14. 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.)

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

16. Provide an experience in which you assisted a customer with a special billing request.

17. Provide an experience in which you monitored an automated system for placing collect calls and assisted callers with difficulties.

18. Share your experience calculating charges for services, e.g. long-distance connections.

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. Share your experience performing clerical duties.

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

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

23. Provide an experience in which you provided relay service for a hearing-impaired user.

24. Share an experience in which you offered special assistance to a person unable to dial or a person in an emergency situation.

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

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

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

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

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29. Share an experience in which you effectively promoted a company product, service, or savings plan.

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30. Describe your experience operating paging systems or other systems of bells or buzzers to notify recipients of incoming calls.

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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.)

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32. Provide an effective method you have used to keep directory information up-to-date.

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33. 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.)

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34. What is the state of your records of calls and related charges? Name one thing you would like to improve.

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

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

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

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

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

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

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

42. 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?

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

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

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

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

47. 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?

48. 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?

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

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