

Otc Clerk (over The Counter Clerk) Interview Questions

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

2. Describe how your communication skills have helped you to be effective in your correspondence with customers and in conferring with coworkers.

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

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

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

8. 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?

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

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

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

12. Provide an example when your ethics were tested.

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

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14. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
15. Provide a time when you dealt calmly and effectively with a high-stress situation.
16. 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.)
17. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
18. Name a time when your patience was tested. How did you keep your emotions in check?
19. What is the state of your records of security transactions? Name one thing you would like to improve.
20. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
21. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
22. Provide an experience in which you effectively scheduled and coordinated transfer and delivery of security certificates.
23. What is the key to success when communicating with the public.
24. Provide an example of when you were persistent in the face of obstacles.
25. Describe your experience filing, typing, and operating standard office machines.
26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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27. 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.)

28. 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.)

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

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

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

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

33. Describe your experience preparing reports of daily transactions and earnings.

34. Share an experience in which you determined the need for additional collateral to secure a loan by your monitoring of daily stock prices and fluctuations.

35. 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.

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

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

38. 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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39. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
40. Share an experience in which your willingness to lead or offer an opinion helped your company.
41. Name a time when your creativity or alternative thinking solved a problem in your workplace.
42. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
43. 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?
44. Provide an effective method you have used to ensure conformance to governmental regulations.
45. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
46. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
47. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
48. Give me an example of when you thought outside of the box. How did it help your employer?
49. 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.)
50. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
51. Describe an experience in which your ability to work well with others and reconcile differences helped

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