

## Patient Account Representative 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. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

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

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

6. Provide an experience in which you effectively arranged for debt repayment and established repayment schedules.

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

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

9. Share an experience in which you effectively located customers of delinquent accounts and solicited payments.

10. Provide an effective method you have used to advise customers of necessary actions and/or strategies for debt repayment.

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

12. Describe an effective method you have used to confer with customers and to determine reasons for overdue payments and/or to review terms of sales, service, and credit contracts.

13. Share an experience in which you successfully persuaded a customer to pay off debt or bills.

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14. Provide an experience in which you answered a difficult customer question regarding a problem with an account.

15. Share your experience using automated systems to locate and monitor overdue accounts.

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

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

18. Share an experience in which you successfully traced a delinquent customer to a new address. Describe the methods you used.

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

20. Provide an example when your ethics were tested.

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

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

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

24. Share an experience in which you dealt with insurance companies and claims payments.

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

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

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27. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
28. Provide an example of when you were persistent in the face of obstacles.
29. Provide an experience in which you successfully performed clerical duties.
30. Provide an experience in which you effectively negotiated a credit extension.
31. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
32. 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.)
33. 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.)
34. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)
35. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
36. What is the key to success when communicating with the public.
37. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
38. Would you consider analyzing data or information a strength? How so?
39. 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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40. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
41. Share an experience in which your willingness to lead or offer an opinion helped your company.
42. 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.)
43. 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?
44. Name a time when your creativity or alternative thinking solved a problem in your workplace.
45. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
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 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. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
49. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
50. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
51. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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