

## Workforce Services Representative (wsr) Interview Questions

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

2. Share an effective method you have used to answer applicants' questions about benefits and claim procedures.

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

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

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

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

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

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

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

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

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

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

17. Provide an example when your ethics were tested.

18. Provide an effective method you have used to interpret and explain information to applicants.

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

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

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

22. Share an experience in which you compiled, recorded, and evaluated data to determine eligibility status.

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

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

25. Provide an experience in which you interviewed and investigated applicants for public assistance.

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

27. 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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28. 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.)

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

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. What is the state of your records and reports of assigned cases? Name one thing you would like to improve.

32. Provide an experience in which you effectively monitored the payments of benefits.

33. Share an experience in which you assisted an applicant in the completing of a form.

34. Provide an experience in which you effectively investigated a claimant for fraud or abuse.

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

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

37. 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.)

38. 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?

39. Share an effective method you have used to provide social workers with information gathered during interviews.

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

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choose the most appropriate action.

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

42. Describe an effective method you have used to ensure conformance to regulations, especially in housing reviews and home visits.

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

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

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

46. 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.)

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

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

49. 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.

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

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

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

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task.

53. 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?

54. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?