

## Claims Adjudicator Interview Questions

1. Tell me how you prepare written opinions and decisions.

2. Share how well you monitor and direct the activities of trials and hearings to ensure that they are conducted fairly and that courts administer justice while safeguarding the legal rights of all involved parties?

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

4. Explain how you determine existence and amount of liability according to current laws, administrative and judicial precedents, and available evidence.

5. Walk me through how you research and analyze laws, regulations, policies, and precedent decisions to prepare for hearings and to determine conclusions.

6. Describe an experience where you had to rule on exceptions, motions, and admissibility of evidence.

7. What methods are used to conduct hearings to review and decide claims regarding issues such as social program eligibility, environmental protection, and enforcement of health and safety regulations?

8. Share an experience in which you facilitated studies of appeals procedures in field agencies to ensure adherence to legal requirements and to facilitate determination of cases.

9. Explain the process of Issuing subpoenas and administer oaths in preparation for formal hearings.

10. Tell me about the process of conferring with individuals or organizations involved in cases to obtain relevant information.

11. Walk me through how you would recommend the acceptance or rejection of claims or compromise settlements according to laws, regulations, policies, and precedent decisions.

12. Describe what procedures you use to review and evaluate data on documents, such as claim applications, birth or death certificates, and physician or employer records.

13. Expound on how you authorize payment of valid claims and determine method of payment.

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

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

16. 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?

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

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

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

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

21. 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?

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

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

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

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

26. What have you found to be the best way to monitor the performance of your work and/or the work of

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others? Share a time when you had to take corrective action.

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

28. Provide an example when your ethics were tested.

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

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

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

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

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

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

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

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

37. 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.)

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

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

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40. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
41. Share an experience in which your willingness to lead or offer an opinion helped your company.
42. 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.)
43. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
44. 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.)
45. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
46. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
47. Name a time when your creativity or alternative thinking solved a problem in your workplace.
48. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
49. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
50. 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.)
51. Provide an example of when you set expectations and monitored the performance of subordinates. What

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guidance and direction did you find most effective?

52. 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?

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

54. Share an experience where you had to explain to claimants how they can appeal rulings that go against them. How well did it go?