

Telephone Service Adviser Interview Questions

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

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

3. What is the state of your records of customer interactions and transactions? What is something you would like to improve?

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

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

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

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

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

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

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

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

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

Telephone Service Adviser Interview Questions

14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
15. Provide a time when you dealt calmly and effectively with a high-stress situation.
16. Name a time when your patience was tested. How did you keep your emotions in check?
17. 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?
18. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
19. Provide an example when your ethics were tested.
20. 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.)
21. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
22. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
23. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
24. Provide an experience in which you determined if a loss was covered by an insurance policy.
25. Share an experience in which you ensured that appropriate changes were made to resolve a customer's problem.
26. Provide an experience in which you effectively resolved customers' service and/or billing complaints.

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

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. Share an experience in which you obtained and examined all relevant information to assess the validity of a complaint and to determine possible causes (e.g. extreme weather conditions that could increase utility bills).

30. Provide an effective method you have used to solicit sales of new or additional services or products. Share an experience.

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.)

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

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

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

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

36. Share an experience in which you made a recommendation which improved your company's product, packaging, shipping, service, or billing methods and prevented further problems.

37. 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.)

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

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person.

39. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

42. Provide an experience in which you ordered a test which effectively helped you to determine the cause of a product malfunction.

43. Share an experience in which you reviewed claims adjustments with dealers. Tell me about a claim which you approved. How about one you rejected?

44. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

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

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

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

49. 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?

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

Telephone Service Adviser Interview Questions

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

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

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

54. 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?

55. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

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