

## Civil Service Clerk Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an experience in which you processed, verified, and maintained personnel documentation.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Tell me how you organize, plan, and prioritize your work.
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 the last time you monitored or reviewed information and detected a problem. How did you respond?
9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
10. Provide an example when your ethics were tested.
11. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
13. 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?

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14. 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.)

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

16. Provide an experience in which you processed and reviewed employment applications.

17. Share an experience in which you successfully obtained information from law enforcement officials, previous employers, and references to determine applicants' employment acceptability.

18. 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.)

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

20. Share an experience in which you effectively advertised job vacancies. How did you ensure that eligible workers were informed of position availability?

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

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

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

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

25. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

26. Share an example of when you established and accomplished a goal that was personally challenging. What

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helped you succeed?
27. Provide an experience in which you effectively assisted in the administering of employee benefit programs and/or worker's compensation plans.
28. Provide an effective method you have used to explain company personnel policies, benefits, and procedures.
29. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
30. 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.)
31. Describe a time when you successfully provided personal assistance to a coworker or patron.
32. Share an experience in which you effectively interviewed job applicants. What methods made you successful?
33. Provide an example of when you were persistent in the face of obstacles.
34. Share an experience in which you answered a difficult employee question.
35. Name a time when your creativity or alternative thinking solved a problem in your workplace.
36. Share an experience in which your willingness to lead or offer an opinion helped your company.
37. Provide an experience in which you effectively compiled and prepared reports and documents pertaining to personnel activities.
38. 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.
39. Provide an experience in which you administered and/or scored applicant and employee aptitude,

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personality, and/or interest assessment instruments.

40. Share an experience in which you performed security-related duties, e.g. preparing badges or identification cards.

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

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

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

44. Share an experience in which you arranged for a training activity.

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

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

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 successfully coordinated with others. How about a coordination effort that was not as successful?

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

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

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52. 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?

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

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

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

56. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?

57. 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.)