

Returned Item Clerk Interview Questions

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

2. Share your experience using accounting software.

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

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

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

8. Provide an example when your ethics were tested.

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

10. What is the state of your financial records? Describe the methods you use to compile records.

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

12. Share an experience in which you successfully performed personal bookkeeping services.

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

14. Provide an experience in which you prepared effective trial balances of books.

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15. Share an experience in which you calculated, prepared, and issued financial statements.

16. Provide an effective method you have used to ensure compliance with policies, procedures, and regulations.

17. Share an experience in which you successfully prepared and processed payroll information.

18. Provide an experience in which you computed deductions for income and social security taxes.

19. Share an experience in which you effectively compiled statistical, financial, accounting, and/or auditing reports and tables.

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

21. Provide an experience in which you reconciled a discrepancy in a record.

22. 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.)

23. Provide an experience in which you reconciled records of bank transactions.

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

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

26. Describe your experience preparing purchase orders and expense reports.

27. Share an experience in which you effectively completed and submitted government documents.

28. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was

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| the impact? |
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| 29. Please share an experience in which you presented to a group. What was the situation and how did it go? |
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| 30. Share an effective method you have used to ensure that payments of loans and accounts are up to date. |
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| 31. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem. |
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| 32. Describe your experience performing general office duties. |
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| 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.) |
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| 34. 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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| 35. Name a time when your patience was tested. How did you keep your emotions in check? |
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| 36. What is the most challenging part of budgeting for you? |
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| 37. Provide an example of when you were persistent in the face of obstacles. |
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| 38. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.) |
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| 39. Provide a time when you dealt calmly and effectively with a high-stress situation. |
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| 40. 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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| 41. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results? |

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42. 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.

43. Provide an experience in which you calculated costs of materials, overhead and other expenses.

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

45. Describe the methods you have used to compile budget data and documents.

46. What is the state of your inventory records? Name one thing you would like to improve.

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

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

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

50. 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.)

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

52. 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?

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?

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

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

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

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

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