

Case Manager Interview Questions

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

2. Share an experience in which you successfully prepared dockets and calendars of cases to be called.

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

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

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

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

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. Provide an example when your ethics were tested.

12. Describe your experience securing courtrooms and/or exhibits.

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

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

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15. Provide an experience in which you effectively answered a difficult inquiry from the general public.
16. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
17. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
18. Share an experience in which you effectively amended or endorsed an indictment.
19. Share an experience in which you successfully prepared and issued orders of the court.
20. What is the state of your records of court proceedings, etc.? Name one thing you would like to improve.
21. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
22. Provide your experience swearing in jury members, interpreters, witnesses, and/or defendants.
23. Share an effective method you have used to ensure that legal documents submitted to courts adhere to laws and court procedures.
24. Provide your experience preparing and marking exhibits and evidence.
25. Share an experience in which you directed support staff. What methods made you successful?
26. Provide an experience in which you effectively instructed a party on the timing of a court appearance.
27. Describe your experience recording court proceedings and/or minutes of court proceedings.
28. Name a time when your patience was tested. How did you keep your emotions in check?

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29. 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.)
30. Share an experience in which you effectively explained the procedures or forms in a case. What made your explanation effective?
31. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
32. Provide a time when you dealt calmly and effectively with a high-stress situation.
33. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
34. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
35. 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.)
36. Provide an experience in which you effectively obtained information for the court. Describe the sources or methods which you used.
37. Share an experience in which meeting with judges, lawyers, parole officers, police, and/or social agency officials helped you to effectively coordinate the functions of the court.
38. Provide an effective method you have used to open courts, call them to order, and announce judges.
39. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
40. 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.)

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

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

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

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

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

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

47. 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.

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

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

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

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

52. 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.)

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

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

55. 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?

56. Tell me about a recent experience you've had working with your hands.

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

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

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

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