

## Financial Services Representative Interview Questions

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

2. Provide an experience in which you effectively determined customers' financial services needs and prepared proposals to sell services to address those needs.

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

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

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

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

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

11. 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?

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

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

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

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

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

17. Provide an example when your ethics were tested.

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

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

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

21. 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.)

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

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

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

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

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

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

29. Share an effective method you have used to contact prospective customers and to present information and explain services.

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

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

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

33. 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.)

34. Describe your experience preparing forms and agreements to complete sales.

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

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

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

38. Tell me about a prospect you developed. What sources did you use?

39. Provide an experience in which your ability to actively find ways to help people improved your company

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or your own work ethic.

40. 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?

41. 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.)

42. 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.)

43. Share an experience in which you reviewed business trends and advised customers on expected fluctuations.

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

45. 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.

46. 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?

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

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

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

50. Describe a time when you successfully provided personal assistance to a coworker or patron.

51. Tell me about an effective presentation on financial services which you made.

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

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

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

55. Provide an experience in which you evaluated costs and revenue of agreements to determine continued profitability.

56. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

57. 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.)

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

59. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

60. What is the most challenging part of budgeting for you?