

Field Service Representative Interview Questions

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

2. Share an effective method you have used to sell various insurance policies.

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

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

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

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

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

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

11. Provide an example when your ethics were tested.

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

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

14. Provide an effective method you have used to seek out new clients and develop clientele. Share an

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experience.

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

16. 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.)

17. Describe a time when you customized an insurance program to suit an individual.

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

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

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

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

22. Provide an experience in which you effectively explained the features, advantages, and disadvantages of various policies. How did you promote the sale of insurance plans?

23. 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?

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

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

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

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27. Provide an experience in which you inspected properties to determine if they were good insurance risks.
28. Share an experience in which you calculated premiums and established payment methods.
29. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
30. Share an experience in which you successfully performed administrative tasks.
31. Tell me about an effective marketing strategy which you developed to compete with other individuals or companies selling insurance.
32. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
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. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
35. Would you consider analyzing data or information a strength? How so?
36. 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.)
37. 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.)
38. Provide an experience in which you effectively conferred with a client when a claim was made on a policy.
39. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

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

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

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

43. Share an experience in which you ensured that an insurance claim was settled equitably for both the client and the insurer.

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

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

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

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

48. How has attending meetings, seminars, and programs helped you to improve in your work?

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

50. 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.

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

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?

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53. Provide an experience in which you successfully planned the incorporation of an insurance program into the bookkeeping system of a company.

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

55. Share an experience in which you installed bookkeeping systems. Tell me about a difficult system problem which you resolved.

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

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

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

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

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