

Clerical Secretary 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 successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
3. Tell me how you organize, plan, and prioritize your work.
4. Share an experience when you applied new technology or information in your job. How did it help your company?
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. Please share an experience in which you presented to a group. What was the situation and how did it go?
8. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
9. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
10. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
11. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
12. What is the key to success when communicating with the public.
13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
15. Share an experience in which you answered telephones, gave information to callers, and transferred calls.
16. Describe your experience operating office equipment (e.g. fax machines, copiers, and computers).
17. Provide an example when your ethics were tested.
18. 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.)
19. Provide an effective method you have used to greet visitors and direct them to the appropriate persons.
20. Tell me about an effective paper or electronic filing system which you set up and/or maintained.
21. Name a time when your patience was tested. How did you keep your emotions in check?
22. What is the state of your records of collections and disbursements for cash accounts? What is one thing you would like to improve?
23. Describe your experience providing services to customers (e.g. order placement).
24. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
25. Share an experience in which you located and attached appropriate files to incoming correspondence requiring replies.
26. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
27. Share an experience in which you effectively composed, typed, and distributed meeting notes, correspondence, and/or reports.

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28. Provide an experience in which you effectively reviewed work done by others. How did you ensure correct spelling, grammar, and format?

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

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

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

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. Provide an experience in which you learned how to operate new office technology quickly and effectively.

34. 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.)

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

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

37. Share an experience in which you effectively established work procedures and/or schedules and monitored the daily work of clerical staff.

38. Share an effective method you have used to schedule and confirm appointments for clients, customers, supervisors, etc.

39. What have you found to be the best way to monitor the performance of your work and/or the work of

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others? Share a time when you had to take corrective action.

40. Provide an effective method you have used to coordinate conferences and meetings. Share an experience.

41. Tell me about an experience in which you managed a successful project and/or effectively contributed to committee or team work.

42. Share an experience in which you successfully operated an electronic mail system and coordinated the flow of information.

43. Describe your experience taking dictation in shorthand and/or by machine and transcribing information. What methods made you successful?

44. Provide an experience in which you supervised and trained clerical staff. What methods made you successful?

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

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

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

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

49. 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.)

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

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

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52. Share an experience in which you conducted an effective search to find needed information. What methods made you effective?

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?

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

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

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

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

59. 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.)

60. 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?

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

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

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