

Clerk Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
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 experience when you applied new technology or information in your job. How did it help your company?
6. 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?
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. Please share an experience in which you presented to a group. What was the situation and how did it go?
10. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
12. Provide an example when your ethics were tested.
13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
14. Share an experience in which you helped in the administration of a municipal election.

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

16. Share an experience in which you successfully issued public notification of official activities and meetings.

17. Describe an effective plan which you made for the maintenance, filing, safekeeping, and/or computerization of municipal documents.

18. Provide an experience in which you effectively recorded, edited, and distributed the minutes of meetings.

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

20. Provide an effective method you have used to keep municipal documents up to date.

21. What factors do you consider when preparing meeting agendas and packets of information? Share an experience in which your agenda or packets was/were effective.

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. Share an experience in which you effectively prepared ordinances, resolutions, and/or proclamations for execution, recording, archiving, or distribution.

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

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

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

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

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

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

31. What is the state of your fiscal records and accounts? What is one thing you would like to improve?

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

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

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

35. Share an experience in which you effectively performed budgeting duties.

36. Provide an experience in which you effectively performed general office duties.

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

38. Share an effective method you have used to coordinate and maintain office tracking systems for correspondence.

39. Describe your experience processing claims, maintaining files and logs of claims, and coordinating claims responses and handling with administrators.

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40. Share an experience in which you successfully performed contract administration duties.

41. Provide an experience in which you researched information in the municipal archives for public officials or citizens.

42. 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.)

43. Provide an experience in which you collaborated with other staff to develop and implement effective goals, objectives, policies, and/or priorities.

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

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

46. Share an experience in which you effectively represented municipalities to the community.

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

48. 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.

49. Tell me about an orientation program which you developed and/or conducted for candidates for political office.

50. Provide an experience in which you effectively served as a notary of the public.

51. Share an experience in which you effectively assisted with an event.

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

53. Provide an experience in which you prepared reports on civic needs.

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

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

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

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

58. What is the key to a successful budget?

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

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

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

62. 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?

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

64. 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?

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