

## Loan Counselor 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. How do you ensure that loan agreements are complete and accurate?
3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
4. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
5. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
6. What is the key to success when communicating with the public.
7. Describe a time when you successfully provided personal assistance to a coworker or patron.
8. Share an experience you had in dealing with a difficult person and how you handled the situation.
9. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
10. Tell me how you organize, plan, and prioritize your work.
11. Share an experience when you applied new technology or information in your job. How did it help your company?
12. Give me an example of when you thought outside of the box. How did it help your employer?
13. Would you consider analyzing data or information a strength? How so?
14. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

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

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

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

19. 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?

20. 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?

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

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

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

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

25. Provide an example when your ethics were tested.

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

27. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges

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and results?
28. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
29. 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.)
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. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
32. Share an experience in which conferring with an underwriter helped you resolve a difficult mortgage application problem.
33. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
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 experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
36. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
37. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
38. 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.)

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

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

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

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

43. 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.)

44. What methods do you use to determine the feasibility of granting an applicant a loan?

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. How has interviewing applicants helped you in your work?

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

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

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

50. 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?

51. 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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52. Share an experience in which you greatly reduced a client's overall cost by establishing payment priorities.
53. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
54. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
55. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
56. Share an experience in which your willingness to lead or offer an opinion helped your company.
57. Provide an effective method you have used to inform individuals/groups about the financial assistance available to students.
58. How do you maintain a current knowledge of credit regulations? How has this helped you in your work?
59. Describe a negotiation you made with a creditor which you were happy with. How did you ensure that your client had a feasible payment which was agreeable to the creditor?
60. Share your experience matching students' needs and eligibility with available financial aid programs.
61. Share an experience in which you identified the opportunity to promote loans and financial services with good results.
62. What methods do you used to plan methods of payoff and to estimate time for debt liquidation?
63. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
64. 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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65. How do you ensure billing accuracy?
66. Tell me about a time when you successfully supervised personnel. What methods led to your success?
67. Share an experience in which your assistance in the selection of financial award candidates benefited your company.
68. What is the state of your account records? What is one thing you would like to improve upon?
69. Share an effective method you have used to petition courts and transfer titles and deeds of collateral to banks.
70. Describe an effective negotiation you made with a borrower who had a delinquent account.
71. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?
72. Share an effective method you have used to counsel clients on personal or family financial problems.