

Credentialing Coordinator Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.

2. Tell me about the methods you use to find qualified job candidates. Share an experience in which one of these methods helped you find a great employee.

3. 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?

4. What is the key to success when communicating with the public.

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

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

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

9. 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?

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

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

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

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

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14. Share an experience in which you solved a difficult employee relations issue.

15. Share an effective method you have used to inform job applicants of job details, e.g. responsibilities, benefits, or conditions.

16. Describe your last experience preparing and maintaining employment records.

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

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

19. Provide an example when your ethics were tested.

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

21. Describe a new-employee orientation you successfully conducted. What methods made you successful?

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

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

24. 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.)

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

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

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

28. 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.)

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

30. Describe a recruitment strategy which you developed and implemented. What factors did you consider that helped you develop a successful strategy?

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

32. 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?

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

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

35. Tell me about your last experience securing temporary employees.

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

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

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

39. Provide an experience in which you were sensitive to someone's needs or feelings. How did your

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helpfulness affect your work environment?

40. 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.)

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

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

43. Share an experience in which your participation in the organization, preparation, or implementation of a recruiting or retention program helped your employer.

44. Tell me about a successful exit interview you conducted. What methods led to your success?

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

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

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

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

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

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

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

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

53. 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.

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

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

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

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

59. 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?

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

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

62. 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.)

63. Tell me about your last experience reviewing and evaluating applicant qualifications and eligibility.

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65. Share an experience in which you conducted research to evaluate and improve selection and/or testing techniques. What improvements did you make?

66. Share an effective method you have used to ensure conformance to recruitment and selection criteria.

67. Tell me about your experience in scheduling and administering skill, intelligence, psychological, or drug tests for employees/applicants.

68. Share an effective method you have used to match applicants with job requirements.

69. Share an experience in which you successfully trained a co-worker on interviewing, performance appraisals, counseling techniques, documentation, or something similar.

70. How do you keep a current knowledge of Equal Employment Opportunity and affirmative action guidelines and laws? Provide an example in which this knowledge has helped you at work.

71. What is the state of the documents you maintain? What would you like to improve upon?

72. Share an experience in which you successfully explained a difficult human resources procedure or standard. Name an effective technique you used.

73. Tell me about your last experience interviewing applicants and hiring employees.

74. Share an experience in which conferring with management helped you develop and implement effective personnel procedures.

75. Provide an effective method you have used to conduct reference or background checks.

76. Describe the last reports you prepared. What is one thing you would like to improve in your reports?

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