

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

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

6. Provide an experience in which you effectively arranged for debt repayment and established repayment schedules.

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

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

9. Share an experience in which you effectively located customers of delinquent accounts and solicited payments.

10. Provide an effective method you have used to advise customers of necessary actions and/or strategies for debt repayment.