

Liability Claims Representative Interview Questions

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

2. Describe a difficult claim you successfully settled. What methods did you use to settle it fairly and promptly?

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

4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

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

7. 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?

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

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

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