

## Claims Correspondence Clerk Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an experience in which you compiled data to prepare reports.
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. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
6. Provide an effective method you have used to ensure that money collected is properly recorded and secured.
7. Provide a time when you dealt calmly and effectively with a high-stress situation.
8. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
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?