

Telephone Claims Representative 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 effectively determine insurance coverage?

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

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

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

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?