

Customer Service Agent Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Provide an experience in which you effectively processed and recorded new insurance policies and claims.
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. Share an experience when you applied new technology or information in your job. How did it help your company?
6. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
8. Share an experience in which you processed, prepared, and submitted business and/or government forms.
9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
10. Provide an example when your ethics were tested.