

Customer Service Representative Interview Questions

1. What is the key to success when communicating with the public.

2. How do stay up to date in order to maintain knowledge of tax code changes, and of accounting procedures and theory to properly evaluate financial information?

3. Describe methods you have found effective to collect taxes from individuals or businesses according to prescribed laws and regulations.

4. Name an example when you conferred with taxpayers or their representatives to discuss the issues, laws, and regulations involved in returns, and to resolve problems with returns.

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

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

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

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

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.