

## Correspondence Renew 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?
11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
12. Provide an example when your ethics were tested.
13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
14. Share an experience in which you responded to requests for the release of information in medical records. How did you ensure compliance with laws and regulations?

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15. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

16. Name a time when your patience was tested. How did you keep your emotions in check?

17. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

18. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

19. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

20. Provide an experience in which you presented a clear and concise explanation of a rule or regulation.