

Utilities Customer Service Representative Interview Questions

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

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

3. What is the state of your records of customer interactions and transactions? What is something you would like to improve?

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

9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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

11. Please share an experience in which you presented to a group. What was the situation and how did it go?

12. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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

15. Provide a time when you dealt calmly and effectively with a high-stress situation.

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

17. 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?

18. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

19. Provide an example when your ethics were tested.

20. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)