

Information Clerk Interview Questions

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| 1. Share an experience you had in dealing with a difficult person and how you handled the situation. |
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| 2. Tell me how you organize, plan, and prioritize your work. |
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| 3. Share an experience in which your attention to detail and thoroughness had an impact on your last company. |
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| 4. What is the state of your records of materials filed and removed? What is something you would like to improve? |
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| 5. Share an effective approach to working with a large amount of information/data. How has your approach affected your company? |
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| 6. Share an experience in which you successfully performed general office duties. |
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| 7. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.) |
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| 8. Share an experience in which you gathered materials to be filed from other employees. |
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| 9. Provide an effective method you have used to track materials and ensure that borrowed files are returned. |
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| 10. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task. |
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| 11. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.) |
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| 12. Provide your experience retrieving information from files in response to requests from users. |
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| 13. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant? |
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| 14. Share an experience in which you determined how and where to file incoming materials. |

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15. Provide an example when your ethics were tested.

16. 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.)

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

18. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

19. Tell me about a modification you made to a filing system which improved its usefulness.

20. Share an effective method you have used to ensure correct placement, legibility, and proper condition of materials and files.