

## Intake Clerk Interview Questions

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

2. Share an effective method you have used to answer applicants' questions about benefits and claim procedures.

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

4. Describe a time when you successfully provided personal assistance to a coworker or patron.

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

6. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

8. 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?

9. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

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

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

13. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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

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

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

17. Provide an example when your ethics were tested.

18. Provide an effective method you have used to interpret and explain information to applicants.

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

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