

Statement Request Clerk Interview Questions

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

2. Share an experience in which you compiled recorded, and codes results and data from interviews and/or surveys.

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

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

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

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

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

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

9. Provide an experience in which you performed patient services, such as answering telephone.

10. Provide an example when your ethics were tested.

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

12. Share an effective method you have used to ensure that data obtained from interviews are complete and accurate.

13. Provide an experience in which you effectively ensured payment for services.

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

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

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

17. Share an effective method you have used to explain survey objectives and procedures to interviewees and to interpret survey questions to help comprehension.

18. Describe your experience performing office duties.

19. Provide an experience in which you resolved inconsistencies in an interviewee's responses.

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