

## Protective Service Employee Interview Questions

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

2. Share an experience in which you evaluated applications, determined that applicants were qualified for licenses, collected prescribed fees, and issued licenses.

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

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 experience in which you effectively enforced canine licensing regulations and notified owners of regulations.

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

8. Provide an example when your ethics were tested.

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

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

11. Provide an experience in which you prepared bank deposits and took deposits to banks.

12. Provide an experience in which you answered a difficult customer question regarding licensing procedures or policies.

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

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

15. What is the state of your records of applications made and licensing fees collected? What is something you would like to improve?

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. Provide an effective method you have used to inform customers of additional steps they need to take to obtain licenses.

18. Share an experience in which you kept operational records and licensing information up to date.

19. Share your experience operating specialized photographic equipment.

20. Provide an experience in which you effectively conducted oral, visual, written, and/or performance tests to determine if applicants were qualified for licenses.