

Customer Service Manager Interview Questions

1. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

2. Share an effective method you have used to ensure that sales staff meet goals.

3. What is the most challenging part of budgeting for you?

4. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

5. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

6. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

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

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

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

10. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

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

12. Give me an example of when you thought outside of the box. How did it help your employer?

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

Customer Service Manager Interview Questions

14. Would you consider analyzing data or information a strength? How so?

--

15. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

--

16. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

--

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

--

18. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

--

19. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

--

20. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

--