

Collections Specialist Interview Questions

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

2. How do stay up to date in order to maintain knowledge of tax code changes, and of accounting procedures and theory to properly evaluate financial information?

3. Describe methods you have found effective to collect taxes from individuals or businesses according to prescribed laws and regulations.

4. Name an example when you conferred with taxpayers or their representatives to discuss the issues, laws, and regulations involved in returns, and to resolve problems with returns.

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

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

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

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

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

10. Provide an example when your ethics were tested.

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

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

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

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

Collections Specialist Interview Questions

15. What have you found to be the best way to maintain records for each case, including contacts, telephone numbers, and actions taken?

16. 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.)

17. Name a time when you had to contact taxpayers by mail or telephone to address discrepancies and to request supporting documentation. What was the outcome?

18. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

19. Walk me through how you would conduct independent field audits and investigations of income tax returns to verify information or to amend tax liabilities.

20. What is the most challenging part of sending notices to taxpayers when accounts are delinquent? Share an example.