

Secretary Office Clerk Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
3. Tell me how you organize, plan, and prioritize your work.
4. Share an experience when you applied new technology or information in your job. How did it help your company?
5. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
6. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
7. Please share an experience in which you presented to a group. What was the situation and how did it go?
8. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
9. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
10. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
11. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
12. What is the key to success when communicating with the public.
13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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

15. Share an experience in which you answered telephones, gave information to callers, and transferred calls.

16. Describe your experience operating office equipment (e.g. fax machines, copiers, and computers).

17. Provide an example when your ethics were tested.

18. 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.)

19. Provide an effective method you have used to greet visitors and direct them to the appropriate persons.

20. Tell me about an effective paper or electronic filing system which you set up and/or maintained.

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

22. What is the state of your records of collections and disbursements for cash accounts? What is one thing you would like to improve?

23. Describe your experience providing services to customers (e.g. order placement).

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

25. Share an experience in which you located and attached appropriate files to incoming correspondence requiring replies.

26. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

27. Share an experience in which you effectively composed, typed, and distributed meeting notes, correspondence, and/or reports.

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28. Provide an experience in which you effectively reviewed work done by others. How did you ensure correct spelling, grammar, and format?

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

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