

## Automobile Claims Representative (auto Claims Representative) Interview Questions

1. Share an experience in which you accurately estimated parts and labor to repair damage. How about a time you were less accurate?

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

3. Describe a time when your attention to detail helped you accurately determine the extent of damage on a vehicle.

4. Share an experience in which you successfully negotiated a difficult cost agreement with an auto repair shop. What methods led to your success?

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

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

7. Name resources you use to evaluate the practicality of repair as opposed to the payment of the market value of a vehicle before an accident. Share an experience in which you have effectively done this.

8. Tell me about your last experience preparing insurance forms.

9. How do you effectively determine the salvage value on a total-loss vehicle?

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

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

12. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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

## Automobile Claims Representative (auto Claims Representative) Interview Questions

14. Provide an example when your ethics were tested.
15. Please share an experience in which you presented to a group. What was the situation and how did it go?
16. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
17. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
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. 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.)
20. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
21. Provide an example of when you were persistent in the face of obstacles.
22. Tell me how you organize, plan, and prioritize your work.
23. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
24. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
25. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
26. Share an example of when you established and accomplished a goal that was personally challenging. What

## Automobile Claims Representative (auto Claims Representative) Interview Questions

helped you succeed?

27. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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

29. Name a time when your creativity or alternative thinking solved a problem in your workplace.

30. Share an experience in which your willingness to lead or offer an opinion helped your company.