

Collections Representative Interview Questions

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

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

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

6. Provide an experience in which you effectively arranged for debt repayment and established repayment schedules.

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

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

9. Share an experience in which you effectively located customers of delinquent accounts and solicited payments.

10. Provide an effective method you have used to advise customers of necessary actions and/or strategies for debt repayment.

11. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

12. Describe an effective method you have used to confer with customers and to determine reasons for overdue payments and/or to review terms of sales, service, and credit contracts.

13. Share an experience in which you successfully persuaded a customer to pay off debt or bills.

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14. Provide an experience in which you answered a difficult customer question regarding a problem with an account.

15. Share your experience using automated systems to locate and monitor overdue accounts.

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

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

18. Share an experience in which you successfully traced a delinquent customer to a new address. Describe the methods you used.

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

20. Provide an example when your ethics were tested.

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

22. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

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

24. Share an experience in which you dealt with insurance companies and claims payments.

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

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

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27. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

28. Provide an example of when you were persistent in the face of obstacles.

29. Provide an experience in which you successfully performed clerical duties.

30. Provide an experience in which you effectively negotiated a credit extension.