

Customer Relationship Specialist Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience in which you successfully balanced currency, coins, and checks in cash drawers and/or calculated daily transactions.
3. Provide an experience in which you counted currency, coins, and checks and prepared them for deposit or shipment.
4. What is the state of your records of customer loans? What is something you are trying to improve in your records?
5. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
6. Share your experience preparing and verifying cashier's checks.
7. Provide an effective method you have used to ensure cash balances in bank vaults are correct.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Describe your experience identifying transaction mistakes to balance debits and credits.
10. Provide an experience in which you successfully processed transactions.
11. Provide an example when your ethics were tested.
12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
13. Share an experience in which you resolved a difficult problem with a customer's account.
14. 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.)

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15. Provide an experience in which you effectively promoted a product or service based on customers' needs or interests.

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

17. Provide an experience in which you effectively composed and mailed customer statements.

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

19. Share an experience in which you successfully performed clerical tasks.

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

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

22. Share your experience processing personal information required for the provision of services.

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

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

25. 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.)

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

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

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28. Provide an experience in which you effectively prepared staff work schedules.
29. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
30. Provide an example of when you were persistent in the face of obstacles.