

## Dispute Specialist 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 compiled data to prepare reports.

3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

5. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

6. Provide an effective method you have used to ensure that money collected is properly recorded and secured.

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

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

9. 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?

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

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

12. Provide an example when your ethics were tested.

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

14. Share an experience in which you responded to requests for the release of information in medical records. How did you ensure compliance with laws and regulations?

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

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

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

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

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

20. Provide an experience in which you presented a clear and concise explanation of a rule or regulation.

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

23. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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

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

26. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

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27. What is the state of your files and control records of correspondence activities? What is something you would like to improve?

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

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

30. 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.)