

## Claims Support Specialist Interview Questions

1. Share an experience in which you located and corrected a data entry error.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
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. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
5. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
6. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
7. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
8. 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.)
9. Tell me how you organize, plan, and prioritize your work.
10. Share an experience in which you effectively compiled, sorted, and verified the accuracy of data.
11. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
12. Provide an example when your ethics were tested.
13. Provide an effective method you have used to detect errors in data.
14. Share an experience when you applied new technology or information in your job. How did it help your

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company?

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

16. Would you consider analyzing data or information a strength? How so?

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

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

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

21. 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.)

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

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

24. What is the state of your logs of activities and completed work? What is something you would like to improve?

25. What factors do you consider when selecting materials needed to complete work assignments? Share an experience.

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

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

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28. 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.)

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

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

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