

Clerical Specialist Interview Questions

1. What is the key to success when communicating with the public.
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. Tell me how you organize, plan, and prioritize your work.
5. Share an experience when you applied new technology or information in your job. How did it help your company?
6. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
7. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
8. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
9. Please share an experience in which you presented to a group. What was the situation and how did it go?
10. Provide an example when your ethics were tested.
11. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
12. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

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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.)
15. Describe a time when you successfully provided personal assistance to a coworker or patron.
16. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
17. Have you managed and maintained executives' schedules? What were your greatest challenges?
18. What made you successful at screening calls? (Make sure the candidate appropriately represented their company.)
19. What is your experience with preparing invoices, reports, memos, letters, financial statements or other documents? (Make sure that they can do the job - ask for examples.)
20. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
21. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
22. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
23. Have you processed payroll before? If so, how many employees? (This is a good indicator of the candidate's attention to detail.)
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. Name a time when your patience was tested. How did you keep your emotions in check?

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

28. Have you attended meetings to record minutes? What was the result?

29. Have you ever conducted research, compiled data, or prepared a paper? If so, how were the materials used and what was the result?

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