

## Commercial Lines Customer Service Representative (commercial Lines Csr) Interview Questions

1. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
2. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
3. 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?
4. Share your experience determining coverage on insurance policies.
5. Please share an experience in which you presented to a group. What was the situation and how did it go?
6. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
7. Provide an experience in which you effectively provided customer service.
8. Share an experience you had in dealing with a difficult person and how you handled the situation.
9. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
10. Share an experience in which you organized and/or maintained office or warehouse records. What methods made you effective?
11. Provide an example when your ethics were tested.
12. Tell me how you organize, plan, and prioritize your work.
13. 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.)
14. Provide an experience in which you calculated the amount of claims.

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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. Share an experience in which you effectively applied insurance rating systems.
17. Provide a time when you dealt calmly and effectively with a high-stress situation.
18. 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.)
19. Name a time when your patience was tested. How did you keep your emotions in check?
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 example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
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. 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.)
24. Provide an example of when you were persistent in the face of obstacles.
25. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
26. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

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

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

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