

## Clerk 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. 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?
7. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
8. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
9. Please share an experience in which you presented to a group. What was the situation and how did it go?
10. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
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 helped in the administration of a municipal election.

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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. Share an experience in which you successfully issued public notification of official activities and meetings.

17. Describe an effective plan which you made for the maintenance, filing, safekeeping, and/or computerization of municipal documents.

18. Provide an experience in which you effectively recorded, edited, and distributed the minutes of meetings.

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

20. Provide an effective method you have used to keep municipal documents up to date.

21. What factors do you consider when preparing meeting agendas and packets of information? Share an experience in which your agenda or packets was/were effective.

22. 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.)

23. Share an experience in which you effectively prepared ordinances, resolutions, and/or proclamations for execution, recording, archiving, or distribution.

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

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

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

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

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

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.)