

## Payroll Representative Interview Questions

1. Tell me how you organize, plan, and prioritize your work.
2. Provide an experience in which you detected and reconciled a payroll discrepancies.
3. Share an experience you had in dealing with a difficult person and how you handled the situation.
4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
5. Share an experience when you applied new technology or information in your job. How did it help your company?
6. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Describe an effective method you have used to maintain payroll records and employee information.
10. Share an experience in which you effectively computed wages and deductions.
11. Share an experience in which you verified attendance, hours worked, and pay adjustments and posted information on records.
12. Provide an experience in which you kept track of leave time for employees.
13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
14. Provide an example when your ethics were tested.

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15. Provide an experience in which you effectively prepared and balanced period-end reports.

16. Share an experience in which you effectively issued and recorded retroactive pay adjustments.

17. Share an experience in which you completed, verified, and processed forms and documentation for administration of benefits.

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

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

20. 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.)

21. Share an effective method you have used to keep informed of changes in tax and deduction laws.

22. Provide an experience in which you compiled statistical reports, statements, and summaries related to pay and benefits accounts.

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

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

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

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

27. Share a time when you willingly took on additional responsibilities or challenges. How did you

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successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

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

29. Share an experience in which you effectively conducted verifications of employment.

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