Delinquent Tax Collector Assistant Interview Questions

1. What is the key to success when communicating with the public.
2. How do stay up to date in order to maintain knowledge of tax code changes, and of accounting procedures
and theory to properly evaluate financial information?
3. Describe methods you have found effective to collect taxes from individuals or businesses according to
prescribed laws and regulations.
4. Name an example when you conferred with taxpayers or their representatives to discuss the issues, laws,
and regulations involved in returns, and to resolve problems with returns.
5. Share an experience you had in dealing with a difficult person and how you handled the situation.
6. Tell me how you organize, plan, and prioritize your work.
7. Would you consider analyzing data or information a strength? How so?
8. Share an example of a time you had to gather information from multiple sources. How did you determine
which information was relevant?
9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the
situation and outcome?
10. Provide an example when your ethics were tested.
11. Name a time when your patience was tested. How did you keep your emotions in check?
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12. Tell me about a time when you developed your own way of doing things or were self-motivated to finish
an important task.
13. Share an experience in which your attention to detail and thoroughness had an impact on your last
company.
14. Provide a time when you dealt calmly and effectively with a high stress situation

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15. What have you found to be the best way to maintain records for each case, including contacts, telephone
numbers, and actions taken?
16. 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.)
17. Name a time when you had to contact taxpayers by mail or telephone to address discrepancies and to
request supporting documentation. What was the outcome?
18. Share an example of when you established and accomplished a goal that was personally challenging. What
helped you succeed?
19. Walk me through how you would conduct independent field audits and investigations of income tax
returns to verify information or to amend tax liabilities.
20. What is the most challenging part of sending notices to taxpayers when accounts are delinquent? Share an
example.
21. Share an effective system to investigate claims of inability to pay taxes by researching court information
for the status of liens, mortgages, or financial statements, or by locating assets through third parties.
22. What kind of experience do you have reviewing selected tax returns to determine the nature and extent of
audits to be performed on them?
23. What is the secret to check tax forms to verify that names and taxpayer identification numbers are correct,
that computations have been performed correctly, or that amounts match those on supporting documentation?
24. What have you found to be the best way to review filed tax returns to determine whether claimed tax
credits and deductions are allowed by law?
25. Describe an experience when you examined accounting systems and records to determine whether
accounting methods used were appropriate and in compliance with statutory provisions.

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26. Name a time when you had to recommend criminal prosecutions or civil penalties.
27. Provide an example of when you were persistent in the face of obstacles.
28. How challenging is it to impose payment deadlines on delinquent taxpayers and monitor payments to
ensure that deadlines are met? Share an example.
29. Share an experience in which your willingness to lead or offer an opinion helped your company.
30. Share an example when you participated in informal appeals hearings on contested cases from other
agents.