



Job-Specific Interview Template

Position: _____

Date: _____

Preliminary Statements:

- Thank you for your time.
- We have a list of questions we have prepared and will ask every applicant the same questions.
- We will go through each question, then give you the opportunity to ask a few questions.
- If you are ready to get started, let's begin.

Customer Service Representative

1) **What is most important in communicating with a co-worker, customer, or other work contact? How have you ensured that your communications are clear?**

Look for insightful ways the applicant improved the conveyance of information. Examples could be tools or techniques they have used to communicate more clearly.

2) **Could you give me an example of a situation where you had to deal with a difficult person (co-worker, customer, etc.). How did you resolve that situation?**

Examples will vary depending on the level of experience. With any conflict, a collaborative problem-solving approach is best: listening to all sides, maintaining composure, balancing emotion and logic, trying to come up with a mutually beneficial solution. Avoid applicants who blame or withdraw from conflict.

3) **How have you gone about gaining someone's commitment to an outcome? What have you done to ensure that the person follows through?**

Applicants should provide insight on how dependable they are, and how they followed up verbally to gain commitment, or with an email or phone call. Look for an applicant that demonstrates dependability and a commitment to achieving goals.

4) **How do you make sure that you continue to be engaged in your work? What actions do you take if you lack motivation or interest?**

Most jobs have their ups and downs. This answer should provide insight into how self-directed they were and what they did to maintain involvement in the job.

5) **What have you done to increase awareness of your skills, abilities and behaviors on the job?**

Look for examples of what the applicant has done to respond to surveys, feedback, 360 degree input from managers or other information.

6) **In the past, what aspects of your job have caused you stress?**

A certain amount of complaints is expected, but hopefully applicants will not dwell too much on the negative. Look for an awareness of their responses to stress and how to address it productively.

7) **What interests you about this industry and how have you learned about it?**

Learning about what interests the applicant in the industry will help the hiring manager to understand what they may prefer to work in or focus on. In addition, if the candidate is just starting out in the industry, this question may help the interviewer to understand how dedicated they are to joining the organization and the industry in general (i.e., how much work they might be willing to put in), and why they're willing and interested in doing so.



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8) Could you tell me what you know about the customers in our target market?

This question will tell you about their understanding of your business, the industry, and the market in which you are operating. A public sector alternative version could be "what you know about our constituents?" Hopefully the applicant either has some experience or did some research about your organization and the market in which it operates.

9) How have you acquired knowledge about our products and services?

A well-prepared applicant will take the initiative to research your products, services, competitive advantage, management team, and other details about your organization. Consider how in-depth their knowledge is and try to assess how much research they did for the interview. If it seems that the interviewee knows a lot about the organization they're interviewing for, it could indicate their determination to get a job there.

10) Could you give me an example of a time you made an error in a job? How did you react and respond?

Look for the applicant to take responsibility for the situation. No one is perfect and people can grow and develop by learning from mistakes. Look for the outcome of the error to determine the applicant's dedication to accuracy.

11) Could you give me an example of how you had to resolve a customer complaint? What was the outcome?

Internal or external customer examples will work to demonstrate how the applicant resolved a customer issue appropriately.

12) Could you tell me about a time when you were held accountable for reaching a goal?

Look for answers that reveal a goal-oriented person, one that is honest and credible about their abilities and are determined to achieve a goal.

13) What tools, forms, or checklists have you created in your job to standardize a process?

This question will help determine the applicant's need to "systemize" work. Some applicants have a high need for "structural" support—if a system isn't in place, they analyze the need for one and begin designing forms, procedures, etc. If they create such a structure, probe to find out what the initial problems were, what change they initiated and what the results were. If they were satisfied with organizational structures in place, ask for examples of why and how they were worthwhile structures or procedures.

Points to Wrap Up:

- What questions do you have for me?
- Next steps...
- Don't make any promises about the job.
- Thank you for your time. We appreciate it.