

Telephone Interviewer Interview Questions

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

2. Share an experience in which you compiled recorded, and codes results and data from interviews and/or surveys.

3. What is the key to success when communicating with the public.

4. Share an experience you had in dealing with a difficult person and how you handled the situation.

5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

6. Tell me how you organize, plan, and prioritize your work.

7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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

9. Provide an experience in which you performed patient services, such as answering telephone.

10. Provide an example when your ethics were tested.