

Competency based interview questions

A. Understanding information

- *The ability to make decisions based on written information*

- 1) Tell me about a time when it was appropriate for you to make a decision that was outside the company guidelines?
- 2) When making decisions on the right course of action for a customer enquiry what information do you take into account?

B. Problem Solving

- *The ability to solve problems and understand complex issues*

- 1) Talk me through a complex customer issue that you had to deal with.
- 2) Talk me through the most common problem you have to deal with at work?
- 3) Talk me through how you go about solving customer issues.

C. Sales Focus

- *The tendency to be persuasive, engaging and target / goal driven*

- 1) Tell me what targets you are used to being measured against?
- 2) Talk me through a time when you were able to overcome a customer objection and get them to buy a product off you?

D. Customer Focus

- *The tendency to strive to exceed customer expectations*

- 1) How do you know that you have exceeded your customers' expectations?
- 2) Tell me why customer satisfaction is important to you?
- 3) How do you measure the service you deliver to your customers?

E. Navigation

- *The ability to navigate through a contact centre environment (CRM)*

- 1) Talk me through a typical day, number and type of calls you received / make and what you do with the information you obtain
- 2) Tell me what systems you usually have open when in your current / last job?

F. Data Entry Speed and Accuracy

- *The ability to enter customer information quickly and accurately*

- 1) Talk me through how you check to make sure your work is accurate?
- 2) Talk me through a typical call, how do you set yourself up in terms of being ready for a call and knowing that the previous call has been dealt with properly?

G. Active Listening

- *The ability to pay full attention to what customers are saying*

- 1) How do you ensure the customer knows you are listening to them?
- 2) Why do you think it is important to listen to your customers?
- 3) How do you ensure the customer knows you understand the purpose of their call?

H. Resilience

- *The tendency to remain calm and composed when interacting with customers*

- 1) Tell me about a time at work you found stressful?
- 2) Tell me about a really difficult call you have taken from one of your customers?
- 3) What made it difficult? / How did you feel about it? / How did it affect the rest of your day?

I. Conscientious

- *The tendency to be dependable and focus on work tasks*

- 1) Talk me through how you plan your day to ensure everything that needs to get completed is?
- 2) Tell me how you are able to remain focussed at work?

J. Results Driven

- *The tendency to be motivated by challenging goals*

- 1) Tell me what motivates you?
- 1) Tell me about a time your manager set you an unrealistic target?