

## Collections Interview Questions

- Give me an example of a time when you demonstrated excellent listening skills. What was the situation and outcome?
- When were your ethics tested and how did you respond?
- Give me a specific example of a time when you successfully arranged for debt repayment and established repayment schedules.
- Share an experience when you dealt with a difficult person. How did you handle the situation?
- How have you traced a delinquent customer to a new address? Describe the methods you used.
- Describe a time you handled a high-stress situation.
- Share an experience when you applied new technology or information in your job. How did it help your company?
- Share an experience in which you effectively located customers with delinquent accounts and solicited payments.
- Provide an effective method you have used to advise customers of necessary actions and/or strategies for debt repayment.
- Tell me how you organize, plan, and prioritize your work.
- How do you engage with customers and to discuss and determine reasons for overdue payments and/or to review terms of sales, service, and credit contracts?
- What steps do you take to persuade a customer to pay off debt or bills.
- Tell me about a time when you had to answer a difficult customer question about a problem with their account.
- What experience do you have using automated systems to locate and monitor overdue accounts.?
- How do you keep your emotions in check when your patience is tested?