

INTERVIEW PRACTICE

CORPORATE & CUSTOMER CONTACT INTERVIEW QUESTIONS

Everyone gets nervous when attending a job interview. The best way to avoid nerves is to prepare in advance and practice answering questions.

Congratulations, you've landed a job interview! It's time to brush up on your skills when it comes to answering the technical and not so technical interview questions. In the following pages we have collated a list of questions that you might get asked in your interview.

At interview a recruiter or Hiring Manager may ask you questions during an interview to find out two things: do you have the experience and/or capabilities to do the role and will you fit in with the team?

The best way to prepare is to anticipate some of the questions that might be asked during the interview, and practice ways in which you can answer them. Some questions will be based around what your strengths or weaknesses are, but others can be trickier to answer.



Below are an example of some of the common interview questions you may be asked when interviewing for Customer Contact, Case Worker and Corporate roles.

Opening

- What motivated you to apply for the role?
- What are the top skills and capability you would bring to this role?
- What do you know about this organisation?

Behavioural

- Describe how you go about ensuring accuracy and attention to detail at work?
- Outline a time when you were required to solve a problem, what was your process?
- Using an example, how do you manage multiple competing deadlines while remaining accurate?
- How do you go about explaining a complex idea to someone that was unfamiliar with the topic?

Technical

- How do you leverage technology to support your daily tasks?
- How do you make complex decisions at work?
- You're given a task that you're not sure how to action, what is your approach?
- How do you effectively manage a disgruntled customer or stakeholder?

Closing

- What was the last piece of constructive feedback your manager gave you?
- What do you want to achieve in your career over the next 12 months?
- As your potential leader, how can I support you?

The best way to answer these questions is to use the CAR technique. Turn the page to learn more about the CAR technique and how you can apply it in your next job interview.

How to use the CAR technique to answer behavioural interview questions (and other questions)

A quick Google search will show you that the CAR technique (or method) is a very popular way for candidates to approach answering behavioural based questions. The CAR technique:

C stands for Context or Challenge

Describe a situation from your past that is going to give a relevant answer to the question asked. Make sure it is an example that you can describe in detail and is also going to answer the question you have been asked.

A stands for Action

What did you actually do in response to the challenge? Make sure you identify your personal involvement. If it was a team based action highlight what your individual role was. Be prepared to go into detail as this will add weight to your answer.

R stand for Results

As you can choose your answer make sure you use an example where the result is impressive, and be sure to draw a link between the actions that you personally took and the result.

Good luck!

