

Agility 3R

Responsiveness • Resilience • Reflection



Your Workforce Development Partner



Customer Service Representative Core Competencies & Behavioral Interview Guide



www.agility3r.com

70 Linden Oaks-3rd Floor
Rochester, NY 14625
585-704-5202

Customer Service Representative Core Competencies

Based on the emerging role of a customer service representative, the following aspects are critical to business development.

Analysis / Problem Assessment	<ul style="list-style-type: none"> • Securing relevant information • Relating & comparing data from multiple sources • Identifying cause/effect relationships between separate elements of information
Communication Skills	<ul style="list-style-type: none"> • Effectively expressing ideas and information to individuals & groups • Managing verbal & non-verbal messages effectively • Adjusting presentation, language, terminology and style to meet the needs of the audience • Utilizing the best communication methods for the given situation and message
Customer Focus	<ul style="list-style-type: none"> • Commitment to meeting the expectations and requirements of all customers—internal & external • Proactively building customer input into decision-making • Removing barriers that stand between customers and their need for service/information
Initiative	<ul style="list-style-type: none"> • Taking actions to achieve goals • Self-starting rather than waiting for others to dictate actions • Exceeding minimum requirements
Telephone Skills	<ul style="list-style-type: none"> • Communicating effectively with internal and external customers via the telephone. • Clearly and concisely formulating information so that it is understood and applicable in a non-face-to-face format.
Database & Computer Skills	<ul style="list-style-type: none"> • Accurately & thoroughly documenting customer transactions • Appropriately documenting processes & procedures • Capturing all processes that effect revenue

What follows are key interview questions to help you assess potential candidates past experience exhibiting the qualities that you desire for your business goals and objectives.

Analysis / Problem Assessment

<p>Interview Questions:</p> <p>A. How have you previous organized your work so that other’s walking into it can understand it?</p> <p>B. Share an instance when you were first to identify a key problem before it blew out of proportion? How did you identify the problem?</p> <p>C. What are some ways that you tackle problems to determine the root cause? Give an example from your pervious position.</p> <p>D. Share a time when you were able to resolve an issue that had been impacting your team for a while?</p>	<p>Desired Behaviors:</p> <ul style="list-style-type: none"> • Securing relevant information • Relating & comparing data from multiple sources • Identifying cause/effect relationships between separate elements of information
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Situation	Task	Action	Result

Score (1-5; 1 = least effective; 5 = most effective): _____

Communication Skills

<p>Interview Questions:</p> <p>A. How do you gauge when you understand a customer's needs?</p> <p>B. How do you know when a customer understands what you are saying? What feedback do you look for?</p> <p>C. Share a time when you had an irate customer and had to deliver information that was difficult to deliver or that you knew they would have a negative response to?</p> <p>D. Share an instance when you had to resolve an issue with an internal customer that was not very receptive to you. What steps did you take?</p>	<p>Desired Behaviors:</p> <ul style="list-style-type: none"> • Effectively expressing ideas and information to individuals & groups • Managing verbal & non-verbal messages effectively • Adjusting presentation, language, terminology and style to meet the needs of the audience • Utilizing the best communication methods for the given situation and message
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Situation	Task	Action	Result

Score (1-5; 1 = least effective; 5 = most effective): _____

Customer Focus

<p>Interview Questions:</p> <p>A. How have you identified customer concern?</p> <p>B. How do you know when you have a thoroughly satisfied customer?</p> <p>C. Share a time when you identified a customer need that effected a business decision? How did you communicate that need? What was the follow through?</p> <p>D. Share a time when a company policy was impeding your ability to resolve a customer issue. How did you balance your role in the company and service the customer?</p>	<p>Desired Behaviors:</p> <ul style="list-style-type: none"> • Commitment to meeting the expectations and requirements of all customers— internal & external • Proactively building customer input into decision-making • Removing barriers that stand between customers and their need for service/information
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Situation	Task	Action	Result

Score (1-5; 1 = least effective; 5 = most effective): _____

Initiative

<p>Interview Questions:</p> <p>A. Share an example of when you sought out a customer concern without being asked to do so?</p> <p>B. What have you done above and beyond your immediate call of duty? How did that benefit the customer? How did that benefit the business or your company?</p> <p>C. Share some ways that you have taken responsibility to grow your personal knowledge of a specific area that adds value to the business?</p> <p>D. Share two examples of when you sought out solutions to business issues impacting your work team without being asked to do so</p>	<p>Desired Behaviors:</p> <ul style="list-style-type: none"> • Taking actions to achieve goals • Self-starting rather than waiting for others to dictate actions • Exceeding minimum requirements
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Situation	Task	Action	Result

Score (1-5; 1 = least effective; 5 = most effective): _____

Telephone Skills

<p>Interview Questions:</p> <p>A. Give a situation when you handled a challenging phone call?</p> <p>B. What is your favorite example of a conversation that started out bad ended up win-win?</p> <p>C. What are three most important telephone skills? Why did you choose these three?</p> <p>D. Share an instance where you had to transfer a call to another internal person to resolve but you had already spent a fair amount of time with the customer. How did you handle the transfer?</p>	<p>Desired Behaviors:</p> <ul style="list-style-type: none"> • Communicating effectively with internal and external customers via the telephone. • Clearly and concisely formulating information so that it is understood and applicable in a non-face-to-face format.
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Situation	Task	Action	Result

Score (1-5; 1 = least effective; 5 = most effective): _____

Database & Computer Skills

<p>Interview Questions:</p> <p>A How did you learn to use the data systems in your pervious position?</p> <p>B. When were you in a situation where something that you were responsible for affected the outcome of the transaction?</p> <p>C. Explain a time when attention to detail was very important in your job?</p> <p>D. How did you take responsibility when an error occurred on your behalf?</p>	<p>Desired Behaviors:</p> <ul style="list-style-type: none"> • Accurately & thoroughly documenting customer transactions • Appropriately documenting processes & procedures • Capturing all processes that effect revenue
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Score (1-5; 1 = least effective; 5 = most effective): _____

Additional Questions:

Which is more important: compliance or health and safety?

(Although there clearly is no correct answer for this question, the process of explaining their answer will provide insight into how the candidate thinks, and possibly, in return, how they will manage program development and implementation.)

Why do you want to work for our company?

Are you able to travel to multiple locations in US?

Are you able to work nights/weekends occasionally?

Are you able to start . . . tomorrow 😊
(just teasing)