

## **I&R Specialist Customer Service Related Interview Questions**

1. This position requires the ability to relate to people with sensitivity, tact, patience and good judgement. Give a specific example of a situation that has required you to demonstrate these abilities. (customer service/communication)
  
2. In this job you will encounter individuals who have already spoken with several other individuals, are frustrated and want an answer quickly. At times this situation may require you to research out the problem to find the right answer. How would you handle a call such as this? (customer service/problem solver/communication)
  
3. Work with the public requires the ability to work with people of diverse backgrounds and personalities. Please relate to us the work experiences you have that involved working with a diverse clientele. (customer service/flexibility/communication)
  
4. Working as part of a team requires flexibility and the ability to do what is needed for the good of the customer. Have you been successful working in such a team setting and please give a specific example(s). (team skills/flexibility)
  
5. You are on a phone call with a citizen inquiring about how to deal with a neighbor with whom they are having many difficulties. Just then a member of the Mayor's staff walks in with members of a delegation from our Sister City in China. They are interested in information about things to do in Portland. Your caller is obviously going to need your attention for a few more minutes & you are the only one in the office able to greet the visitors in the office. How would you handle this situation? (customer service/flexibility/problem solving/communication)
  
6. In this job you will encounter angry, impatient callers. How do you respond to anger, irritability, frustration? Give us an example of how you dealt with this in a customer service setting. (customer service/problem solving/communication)