

# Utilities Billing Clerk Interview Questions And Answers Guide.



**Global Guideline.**

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# Utilities Billing Clerk Job Interview Preparation Guide.

## Question # 1

What kind of work interests you the least As Utilities Billing Clerk?

### Answer:-

What bores you? What fails to challenge you? What fails to excite you?

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## Question # 2

How do you adapt to new working environments As Utilities Billing Clerk?

### Answer:-

It's important that you demonstrate that you can adapt to changing environments quickly. You want to stress that you can manage change. The one thing in life that is constant after all, is change.

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## Question # 3

Explain what are your strengths As Utilities Billing Clerk?

### Answer:-

Bad Answer: Candidate is unprepared for question or only gives generic answers.

This is the most common job interview question - everybody should be expecting it. If they don't seem prepared, or give a fairly stock answer, it's probably a bad sign.

Good answer: The consensus is to go for quality, not quantity here. Candidates should give a short list of strengths, and back each one up with examples that illustrate the strength. Also, they should explain how these strengths will be useful in the job you're applying for, and use this question to say something interesting about themselves.

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## Question # 4

What did you like least about your last (or current) job As Utilities Billing Clerk?

### Answer:-

Don't vent or focus on the negative with brutally honest answers such as "My boss was a jerk," or "The company culture was too politically correct," or "They just weren't giving me the opportunity to take my career to the next level." Instead, keep the emphasis on the positive, even though there are sure to be things you weren't happy about.

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## Question # 5

Tell me about a difficult decision you've made in the last year As Utilities Billing Clerk?

### Answer:-

We all have difficult decisions in our lives. Show how you were able to arrive at it and then how you decisively acted.

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## Question # 6

What attracted you to this company As Utilities Billing Clerk?

### Answer:-

You could discuss the company's vision, culture and solutions/services as reasons for wanting to join it.

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## Question # 7

How do you handle confidentiality in your work?



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### **Answer:-**

Often, interviewers will ask questions to find out the level of technical knowledge As Utilities Billing Clerk that a candidate has concerning the duties of a care assistant. In a question such as this, there is an opportunity to demonstrate professional knowledge and awareness. The confidentiality of a person's medical records is an important factor for a care assistant to bear in mind.

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### **Question # 8**

How do you evaluate success As Utilities Billing Clerk?

### **Answer:-**

I evaluate success As Utilities Billing Clerk in different ways. At work, it is meeting the goals set by my supervisors and my fellow workers. It is my understanding, from talking to other employees, that the Global Guideline company is recognized for not only rewarding success but giving employees opportunity to grow as well.

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### **Question # 9**

If you could do it all over again, how would you plan your academic studies differently?

### **Answer:-**

Whatever you do, just don't act bitter. A lot of times we wish we could change the past, but focus on the positive reasons and results of the decisions you already made.

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### **Question # 10**

Do you think you are overqualified for this position As Utilities Billing Clerk?

### **Answer:-**

No matter your previous job experience or educational background, be sure to tell the interviewer you have the knowledge and skills to successfully execute the job responsibilities.

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### **Question # 11**

How did you hear about the position As Utilities Billing Clerk?

### **Answer:-**

Another seemingly innocuous interview question, this is actually a perfect opportunity to stand out and show your passion for and connection to the company and for job As Utilities Billing Clerk. For example, if you found out about the gig through a friend or professional contact, name drop that person, then share why you were so excited about it. If you discovered the company through an event or article, share that. Even if you found the listing through a random job board, share what, specifically, caught your eye about the role.

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### **Question # 12**

How would your boss and co-workers describe you?

### **Answer:-**

First of all, be honest (remember, if you get this job, the hiring manager will be calling your former bosses and co-workers!). Then, try to pull out strengths and traits you haven't discussed in other aspects of the interview As Utilities Billing Clerk, such as your strong work ethic or your willingness to pitch in on other projects when needed.

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### **Question # 13**

Why do you want this job As Utilities Billing Clerk?

### **Answer:-**

This question typically follows on from the previous one. Here is where your research will come in handy. You may want to say that you want to work for a company that is Global Guideline, (market leader, innovator, provides a vital service, whatever it may be). Put some thought into this beforehand, be specific, and link the company's values and mission statement to your own goals and career plans.

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### **Question # 14**

What are your weaknesses for Utilities Billing Clerk position?

### **Answer:-**

Try not to be too critical when answering this question. Instead, pick one of your weaknesses and try to turn it into a positive. For example, you could be a perfectionist, which means that you sometimes take longer on tasks, but you make sure that they are completed to a high quality. It is important to make a negative into a positive as it doesn't make you appear overly critical and shows you can reflect on your own performance.

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### **Question # 15**

What are the goals you've set for yourself?

### **Answer:-**

You could discuss your goals with regards to these categories: Career goals, impact you want to leave on society, financial goals, academic goals, charitable goals.



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### **Question # 16**

How does your present position differ from past ones?

#### **Answer:-**

Describe the difference with regards to responsibilities, culture, team, career opportunity, and the work itself.

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### **Question # 17**

How do you prioritize your work?

#### **Answer:-**

Depends on the situation... I like to label certain tasks as either A B or C...A being the one that requires immediate attention, and C which are tasks that aren't urgent but eventually need to get done... I like to focus my work As Utilities Billing Clerk on the things that need to get done, and done quickly... While balancing the other work alongside our first priorities.

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### **Question # 18**

Have you ever been caught stealing, or better yet, have you ever stole anything?

#### **Answer:-**

I guess everyone takes a pen or paper or little things like that. But other than that, NO. I have never stole from my employers or better yet As Utilities Billing Clerk, from anyone.

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### **Question # 19**

Top 12 Stress Based Interview Questions As Utilities Billing Clerk:

#### **Answer:-**

Some jobs require employees to work under stress, and some interviewers just like to see how applicants handle stressful questions. There are many questions designed for putting the interviewee into an awkward situation, or throwing them off, to see how they do under stress. Here are some samples.

1. How do you feel this interview is going As Utilities Billing Clerk?
2. How would you handle undeserved criticism from a superior?
3. How many other jobs are you applying for?
4. What would you do if you saw a colleague stealing supplies or equipment?
5. What did you do when you had a boss you didn't get along with?
6. What would you do if a colleague took credit for your idea, and got a promotion?
7. Was the stress of your previous job too much for you?
8. What would you do if a colleague admitted to lying on their resume to get the job?
9. What would you do if a customer verbally insulted you in front of co-workers?
10. What would you change about the design of a baseball hat?
11. Why were you fired from your previous job As Utilities Billing Clerk?
12. How successful do you think you've been so far?

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### **Question # 20**

Top 13 Situational Interview Questions As Utilities Billing Clerk:

#### **Answer:-**

Situational interviews As Utilities Billing Clerk are similar to behavioral interview questions - but they are focused on the future, and ask hypothetical questions, whereas behavioral interview questions look at the past.

The advantage is that employers can put all candidates in the same hypothetical situations, and compare their answers.

1. What would you do if you made a strong recommendation in a meeting, but your colleagues decided against it?
2. How would you handle it if your team resisted a new idea or policy you introduced?
3. How would you handle it if the priorities for a project you were working on were suddenly changed?
4. What would you do if the work of an employee you managed didn't meet expectations?
5. What would you do if an important task was not up to standard, but the deadline to complete it had passed?
6. What steps would you take to make an important decision on the job As Utilities Billing Clerk?
7. How would you handle a colleague you were unable to form a positive relationship with?
8. What would you do if you disagreed with the way a manager wanted you to handle a problem?
9. What would you do if you were assigned to work with a difficult client As Utilities Billing Clerk?
10. What would you do if you worked hard on a solution to a problem, and your solution was criticized by your team?
11. How would you handle working closely with a colleague who was very different from you?
12. You're working on a key project that you can't complete, because you're waiting on work from a colleague. What do you do?
13. You realize that an early mistake in a project is going to put you behind deadline. What do you do?

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### **Question # 21**

How do you propose to compensate for your lack of experience?

#### **Answer:-**

The first thing you should do is discuss experience you have the interviewer is unfamiliar with. Once that is detailed, tell the person conducting the interview that you are able to learn new tasks and information in a reasonable period of time and possess a strong work ethic. However, only state this if you can live up to these



expectations.

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### **Question # 22**

Tell me about a time when you had to use your presentation skills to influence someone's opinion As Utilities Billing Clerk?

**Answer:-**

Example stories could be a class project, an internal meeting presentation, or a customer facing presentation.

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### **Question # 23**

Who are your heroes?

**Answer:-**

Have at least one person you consider a hero or role model. Be ready to explain why they are a hero to you and how they've inspired you to be a better person.

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### **Question # 24**

Why are you interested in working As Utilities Billing Clerk for [insert company name here]?

**Answer:-**

Bad Answer: They don't have a good reason, or provide a generic answer, "I think it represents a great opportunity."

Good answer: One that shows they've done research on the company, and are truly excited about specific things they can do at the job. This not only shows enthusiasm for the work and basic preparation skills, gives you clues about the cultural fit.

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### **Question # 25**

What type of extracurricular activities are you a part of?

**Answer:-**

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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### **Question # 26**

Tell me an occasion when you needed to persuade someone to do something?

**Answer:-**

Interpersonal relationships are a very important part of being a successful care assistant. This question is seeking a solid example of how you have used powers of persuasion to achieve a positive outcome in a professional task or situation. The answer should include specific details.

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### **Question # 27**

What's a time you disagreed with a decision that was made at work?

**Answer:-**

Everyone disagrees with the boss from time to time, but in asking this interview question As Utilities Billing Clerk, hiring managers want to know that you can do so in a productive, professional way. "You don't want to tell the story about the time when you disagreed but your boss was being a jerk and you just gave in to keep the peace. And you don't want to tell the one where you realized you were wrong." Tell the one where your actions made a positive difference on the outcome of the situation, whether it was a work-related outcome or a more effective and productive working relationship.

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### **Question # 28**

If someone had to say something negative to you, what would they say?

**Answer:-**

Again, be honest about sharing a story here about someone who may not have gotten along with you in the office here and explain how you were able to fix that relationship or change your attitude/action to be a better person / coworker.

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### **Question # 29**

What does success mean to you?

**Answer:-**

I am punctual, I always have excellent attendance on any job As Utilities Billing Clerk, I have a keen eye for both large and small details, and I am always finding ways to improve a process and shorten the length of time it takes to complete a project.

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### **Question # 30**

What negative thing would your last boss say about you?



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### **Answer:-**

"He/She wouldn't say anything bad, but he/she may point out I could improve in a certain area, and I've taken steps to become better at those skills"

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### **Question # 31**

What are the qualities of a good leader As Utilities Billing Clerk? A bad leader?

### **Answer:-**

A good leader provides constructive criticism, motivates and inspires, coaches the mentee to be successful with their set of skills, and encourages them to push themselves. A bad leader only cares about his/her own interests and does not look out for the success of his/her staff.

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### **Question # 32**

How do you feel about giving back to the community?

### **Answer:-**

Describe your charitable activities to showcase that community work is important to you. If you haven't done one yet, go to [www.globalguideline.com](http://www.globalguideline.com) - charitable work is a great way to learn about other people and it's an important part of society - GET INVOLVED!

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### **Question # 33**

Do you value recognition or pay more? Why?

### **Answer:-**

Either preference is fine, but just remember you have to be able to explain why. If you say recognition, then back that up by describing how achievement really carries weight with you and how you like to feel valued in the work that you do because it validates that you're helping your teammates / customers and so forth. If you choose money, you can also explain that is important to you as validation and you can highlight how money is important to you because of your goals (financial security, providing for your family, and so forth). The key is to be authentic with your answer. However, if you say you value pay more because you're greedy - know that doesn't align usually to most company's values/vision.

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### **Question # 34**

How important is the vision of the company to you?

### **Answer:-**

It should be very important if you want a long standing career. Remember, you're investing your time, energy and earnings potential into a company so you want to make sure it's a sustainably successful company that will grow with you over the long haul.

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### **Question # 35**

How do you define arrogance? Are you arrogant?

### **Answer:-**

Arrogance is having an attitude of superiority beyond reason. Confidence is believing in yourself without being cocky. You should not be arrogant.

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### **Question # 36**

What type of personalities do you work best with and why?

### **Answer:-**

Think of which personalities you work best with (do you like outgoing, collaborative, personable working relationships and so forth?)

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### **Question # 37**

What do you feel you deserve to be paid?

### **Answer:-**

Do your research before answering this question - first, consider what the market average is for this job. You can find that by searching on Google (title followed by salary) and [globalguideline.com](http://globalguideline.com) and other websites. Then, consider this - based on your work experience and previous results, are you above average, if yes, by what % increase from your pay today from your perspective? Also - make sure if you aim high you can back it up with facts and your previous results so that you can make a strong case.

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### **Question # 38**

How do you continue learning on a daily basis? Why is continuous improvement necessary As Utilities Billing Clerk?

### **Answer:-**

You can learn on the job, through books and magazines, through social networks, blogs, seminars, mentors and so on. Continuous improvement is important because the one thing in life that is constant is change. And you have to continue to push yourself day in and day out to be the best.

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### **Question # 39**

Give me a few examples of how you're results oriented?

#### **Answer:-**

Make you give an example where you discuss details and metrics. For example, I was a tutor in my last job and mentored 5 students on their SAT test taking skills and raised their scores by 15% on average after a 3 month teaching stint.

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### **Question # 40**

How do you inspire others to be better?

#### **Answer:-**

First, the key to inspiring others it to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to multiple people and so forth.

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### **Question # 41**

Why are you leaving the present company?

#### **Answer:-**

According to me we can not grow in the field without taking more responsibilities and risks and also we can't enhance our team leading capabilities, managerial skills without expose to wide range of people.

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### **Question # 42**

What are your personal skills which make you a candidate for the position As Utilities Billing Clerk?

#### **Answer:-**

The list of crucial character traits includes patience, tact, and poise, with personal and cultural sensitivity. One needs the ability to work long hours, with much walking and some physical tasks. But the most important trait of all is to love people and to have the desire to care for them.

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### **Question # 43**

Explain a time when you did not get along with your coworker?

#### **Answer:-**

I used to lock heads with a fellows. We disagreed over a lot of things - from the care of civilians to who got what shifts to how to speak with a victim's family. Our personalities just didn't mesh. After three months of arguing, I pulled her aside and asked her to lunch. At lunch, we talked about our differences and why we weren't getting along. It turns out, it was all about communication. We communicated differently and once we knew that, we began to work well together. I really believe that talking a problem through with someone can help solve any issue.

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### **Question # 44**

Describe your academic achievements?

#### **Answer:-**

Think of a time where you really stood out and shined within college. It could be a leadership role in a project, it could be your great grades that demonstrate your intelligence and discipline, it could be the fact that you double majored. Where have you shined?

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### **Question # 45**

What are you passionate about?

#### **Answer:-**

Ask yourself - what are your core passions that you wake up excited to act on each and every day? Ask yourself what makes you happy or drives you - is it helping others? Is it making money? Is it creating something? Is it about changing the world? Etc.

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### **Question # 46**

Describe what a bad work environment would look like to you As Utilities Billing Clerk?

#### **Answer:-**

There could be a multitude of things to discuss here: Business ethics (wrongdoing), inconsiderate teammates, non-supportive management, a product that does not do what you're promising customers and so forth.

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### **Question # 47**

Did the salary we offer attract you to this job?

#### **Answer:-**



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The interviewer could be asking you this question for a number of reasons. Obviously, the salary is an important factor to your interest in this job, but it should not be the overriding reason for your interest. A good answer to this question is, "The salary was very attractive, but the job itself is what was most attractive to me."

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### **Question # 48**

What type of mentors do you seek out and why?

**Answer:-**

Think of your top 3 mentors and what attributes they exhibit that you want to emulate. Common attributes include passion, desire, will, leadership, ability to influence others, intelligence.

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### **Question # 49**

Give me an example of when you competed hard and won?

**Answer:-**

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.

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### **Question # 50**

What schedule do you hope to work? Are you willing to work extra hours?

**Answer:-**

Be honest. If you really want the job and are willing to work any schedule needed, say so. If, however, you have no intention of working late hours or weekends, simply let the interviewer know the hours that you are available to work. The same applies to extra hours. You are more likely to be hired if you are willing to work any time you are needed. However, saying that you are willing and then complaining about the hours once you start working is a recipe for disaster.

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### **Question # 51**

What problems have you encountered at work?

**Answer:-**

Wow, do we have problems! Where do I begin? Well, most of the problems are internal, just people not working well with each other. I have one person on our team who is a real problem, but it seems like management is afraid to do anything about it. So we all end up having to do extra work to cover for this person, who just doesn't work. We all say that he's retired in place. I think he's just holding on until retirement in a couple years. But he's a real problem. I complain about it--a lot--but nothing ever seems to get done. I've even written negative reviews about the person, hoping he will get canned, but it doesn't happen. I can't wait for him to retire.

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### **Question # 52**

What does "thinking outside the box" mean to you?

**Answer:-**

It means not doing things exactly the same way as everyone else. You've got to challenge the status quo and bring something new to the business.

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### **Question # 53**

How do you act when you encounter competition?

**Answer:-**

This question is designed to see if you can rise the occasion. You want to discuss how you are the type to battle competition strongly and then you need to cite an example if possible of your past work experience where you were able to do so.

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### **Question # 54**

When was the last time something upset you at work? What did you do?

**Answer:-**

Almost everyone has an emotional moment related to work at some point - you're not alone. The key is to learn why you reacted that way and to focus not on the problem but HOW to resolve it. Another key component is to be aware of your emotional response so that you can learn to control it in the future in a calm way.

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### **Question # 55**

If I talked to your three biggest fans, who would they be and why?

**Answer:-**

If you can reference three professionals with executive titles (CXO, VP, Director, Manager), that carries a lot of weight. Make sure you highlight how you've helped them achieve their biggest objectives and how that's made them your fan.

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### **Question # 56**

How would you define success?



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### **Answer:-**

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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### **Question # 57**

What kind of salary do you need As Utilities Billing Clerk?

### **Answer:-**

This is a loaded question and a nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, that's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.

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### **Question # 58**

What techniques and tools do you use to keep yourself organized As Utilities Billing Clerk?

### **Answer:-**

Utilizing a calendar, having a notebook with your "to do" list, focusing on your top 3 priorities each and every day, utilizing a systematic way of storing documents on your computer (like box.net)

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### **Question # 59**

What are three positive things your last boss would say about you?

### **Answer:-**

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."

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### **Question # 60**

How would you motivate your team members to produce the best possible results?

### **Answer:-**

Trying to create competitive atmosphere, trying to motivate the team as a whole, organizing team building activities, building good relationships amongst people.

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### **Question # 61**

What is your desired salary As Utilities Billing Clerk?

### **Answer:-**

Bad Answer: Candidates who are unable to answer the question, or give an answer that is far above market. Shows that they have not done research on the market rate, or have unreasonable expectations.

Good answer: A number or range that falls within the market rate and matches their level of mastery of skills required to do the job.

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### **Question # 62**

What general trends do you see in our industry?

### **Answer:-**

Examine what's happened in the industry in the last 5 - 10 years and how it's evolved and then look at what both the company and analysts are saying about the future of that industry in which that company competes in. Read trade magazines / online sources in that industry as well to make sure you stay up to date on trends.

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### **Question # 63**

How would you rate your communication and interpersonal skills for this job As Utilities Billing Clerk?

### **Answer:-**

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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### **Question # 64**

What would your first 30, 60, or 90 days look like in this role As Utilities Billing Clerk?

### **Answer:-**

Start by explaining what you'd need to do to get ramped up. What information would you need? What parts of the company would you need to familiarize yourself with? What other employees would you want to sit down with? Next, choose a couple of areas where you think you can make meaningful contributions right away. (e.g., "I think a great starter project would be diving into your email marketing campaigns and setting up a tracking system for them.") Sure, if you get the job, you (or your new employer) might decide there's a better starting place, but having an answer prepared will show the interviewer where you can add immediate impact-and that you're excited to get started.



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### **Question # 65**

How good are you at problem solving?

#### **Answer:-**

Describe the problem first and then discuss how you were able to fix it.

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### **Question # 66**

How do you think I rate as an interviewer?

#### **Answer:-**

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day.

I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

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### **Question # 67**

How would your friends describe you?

#### **Answer:-**

My friends would probably say that I'm extremely persistent - I've never been afraid to keep going back until I get what I want. When I worked as a program developer, recruiting keynote speakers for a major tech conference, I got one rejection after another - this was just the nature of the job. But I really wanted the big players - so I wouldn't take no for an answer. I kept going back to them every time there was a new company on board, or some new value proposition. Eventually, many of them actually said "yes" - the program turned out to be so great that we doubled our attendees from the year before. A lot of people might have given up after the first rejection, but it's just not in my nature. If I know something is possible, I have to keep trying until I get it.

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### **Question # 68**

Explain me about a time when you reached a goal within a tight deadline?

#### **Answer:-**

I work well under pressure to meet deadlines without jeopardizing the quality of my work. I have always worked in a fast pace environment where we are constantly under pressure to achieve best results within a time frame.

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### **Question # 69**

How do you decide what to delegate and to whom?

#### **Answer:-**

Identify the strengths of your team members and their availability based on the priorities they have on their plate. From there, invest the tasks upon each member based on where you think you'll get the best return.

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### **Question # 70**

How much time do you need to join the organization As Utilities Billing Clerk?

#### **Answer:-**

You should be able to join it right away, barring plans you've already made (family travel, vacation, other obligations). The key is to simply be open in communication of what's already committed on your schedule. Most companies are accommodating. If they are not, weight the importance of joining that company vs. your plans.

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### **Question # 71**

What would you do if our competitor offered you a position As Utilities Billing Clerk?

#### **Answer:-**

I would weigh the offer and consider it, however, this company and this role is my first choice.

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### **Question # 72**

Tell me the difference between good and exceptional?

#### **Answer:-**

Good gets the job done on time and is high quality. Exceptional is a game changer - it stands out, it's creative, it's above and beyond expectations. Tell the interviewer a story about how you were exceptional.

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### **Question # 73**



How do you ensure all of your work gets accomplished in a productive manner?

**Answer:-**

The key is to prioritize what's important in your work and to stay organized to accomplish the tasks. A strong work ethic also helps.

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