Brokerage Office Manager Interview Questions

1. What is the most challenging part of budgeting for you?
2. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
3. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?
4. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
5. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
6. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
7. Share an experience you had in dealing with a difficult person and how you handled the situation.
8. Tell me how you organize, plan, and prioritize your work.
9. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
10. Share an experience when you applied new technology or information in your job. How did it help your company?
11. Give me an example of when you thought outside of the box. How did it help your employer?
12. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
13. Would you consider analyzing data or information a strength? How so?

14. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
15. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
16. What is the key to a successful budget?
17. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
18. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
19. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?
20. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)
21. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
22. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
23. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
24. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
25. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

26. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
27. Please share an experience in which you presented to a group. What was the situation and how did it go?
28. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
29. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
30. Provide an example when your ethics were tested.
31. Share an experience in which your willingness to lead or offer an opinion helped your company.
32. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
33. Provide a time when you dealt calmly and effectively with a high-stress situation.
34. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.
35. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
36. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
37. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
38. Share an example of when you established and accomplished a goal that was personally challenging. What

helped you succeed?
39. Provide an example of when you were persistent in the face of obstacles.
40. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
41. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
42. What was the most difficult board member you have needed to deal with? What made the relationship so difficult?
43. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
44. Share with me the financial performance of the company you were last employed. What was your biggest contribution to the success of the company?
45. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
46. Name a time when your patience was tested. How did you keep your emotions in check?
47. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
48. What steps have you taken to ensure the continuing success of the previous companies you have led?
49. Name a time when your creativity or alternative thinking solved a problem in your workplace.
50. Explain how you prepare your budgets. What works well and what doesn't?
51. Provide an example of when you took an active role in changing legislation, laws, or public policy for the

betterment of both the general population and special groups.
52. Share a time when you were involved in a particularly difficult contract negotiation. What made the negotiation so difficult? What was the outcome?
53. How often would you review reports submitted by staff members to recommend approval or to suggest changes? Tell me more.
54. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
55. How would you explain your involvement with human resources? (Make sure the candidate will direct human resources activities, including the approval of human resource plans, the selection of high-level staff, or establishment of major departments.)
56. Tell me about the managers or department heads that reported to you. What responsibilities and work did you assign to them?
57. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
58. How much experience do you have serving on boards of directors, management committees, or other governing boards?
59. Prepare or present reports concerning activities, expenses, budgets, government statutes or rulings, or other items affecting businesses or program services.
60. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
61. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
62. Please share a time when you needed to implement a corrective action plan to solve organizational or departmental problems.

63. Have you been involved in establishing or redefining departmental responsibilities. How have you ensured departments or sites coordinate amongst themselves?
64. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
65. Provide an example when you coordinated the implementation of financial management or other administrative control system.
66. Name a time when you directed a study or research on issues that affected your area of responsibility.
67. What has been your involvement in promotional campaigns?
68. Share an experience when you delivered a speech, wrote an article, or presented information at a meeting or convention. Tell me about it.
69. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?
70. What is the key to success when communicating with the public.
71. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.