Service Center Manager Interview Questions

1. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
2. Tell me about a time you networked within a community to attract new business with good results.
3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
4. 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?
5. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
6. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
7. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
8. What is the key to success when communicating with the public.
9. Share an experience you had in dealing with a difficult person and how you handled the situation.
10. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
11. Tell me how you organize, plan, and prioritize your work.
12. Share an experience when you applied new technology or information in your job. How did it help your company?
13. Give me an example of when you thought outside of the box. How did it help your employer?

14. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
15. Would you consider analyzing data or information a strength? How so?
16. 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?
17. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
18. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
19. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
20. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
21. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
22. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
23. 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.
24. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
25. Please share an experience in which you presented to a group. What was the situation and how did it go?

26. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
27. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
28. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
29. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
30. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
31. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
32. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
33. Provide an example when your ethics were tested.
34. Tell me about your last experience examining, evaluating, or processing loan applications.
35. Provide an experience in which your relationship with a customer enabled you to provide assistance to problems that the customer encountered.
36. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
37. 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.)
38. Share an experience in which your attention to detail and thoroughness had an impact on your last

company.
39. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
40. Describe an experience in which you effectively approved and rejected lines of credit, real estate, or personal loans.
41. Name a time when your patience was tested. How did you keep your emotions in check?
42. 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.)
43. Share an experience in which your willingness to lead or offer an opinion helped your company.
44. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
45. Share an experience in which you successfully planned, directed, or coordinated the activities of staff. What made you so successful?
46. 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.)
47. Tell me about your last experience preparing financial or regulatory reports.
48. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
49. Describe an experience in which you successfully established procedures to improve or ensure safekeeping of assets, records, loan collateral, and/or securities.
50. Tell me about your last experience overseeing the flow of cash or financial instruments.

51. Provide a time when you dealt calmly and effectively with a high-stress situation.
52. 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.)
53. Tell me about your last experience reviewing collection reports to determine the status of collections and the amounts of outstanding balances.
54. 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?
55. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
56. Name a time when your creativity or alternative thinking solved a problem in your workplace.
57. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
58. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
59. Provide an example of when you were persistent in the face of obstacles.
60. Provide an experience of a time you made a recommendation for a change to a financial control function which improved your company.
61. Tell me about a time that you prepared an operation or a risk report for management which helped your company.
62. Share an experience in which you planned, directed, and coordinated a risk and insurance program of an establishment to control a risk or loss with good results.

63. Share an experience in which you successfully recruited hardworking staff members and oversaw their training program.
64. Tell me about the last time you submitted a delinquent account to an attorney or agency for collection.
65. 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.)
66. Share an experience in which your communication with an investor helped you raise capital.
67. Tell me about the last time you evaluated data to plan a budget.
68. Describe an experience in which you successfully analyzed a risk and determined the impact it would have on companies.
69. Tell me about the last reports you reviewed to analyze market conditions.
70. Tell me about the last time you developed or analyzed information and successfully assessed the financial status of firms.
71. 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?
72. What is the most challenging part of budgeting for you?
73. Tell me how you directed insurance negotiations, selected insurance brokers/carriers, and placed insurance in your last job.
74. Describe a time when you successfully provided personal assistance to a coworker or patron.
75. What is the key to a successful budget?
76. 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.