Customer Service Manager Interview Questions

1. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
2. Share an experience in which you successfully supervised the activities of workers in receiving, storing, testing, or shipping products. What made you a successful supervisor?
3. What is the most challenging part of budgeting for you?
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. 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. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
9. Tell me how you organize, plan, and prioritize your work.
10. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
11. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
12. Please share an experience in which you presented to a group. What was the situation and how did it go?
13. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

14. 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.
15. 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?
16. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
17. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
18. Provide an example when your ethics were tested.
19. Tell me about the last budget you sucessfully prepared and managed.
20. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?