

# Your Interview

---

Interview questions are generally clearly structured around the position description or criteria. By working through the following, you may be better prepared for a formal interview.

## General

- What do you know about the company?
- What do you know about this role?
- If you obtained this position what would you hope to achieve?

## Position Specific

- What is the most relevant experience you have had that is related to this position?
- How were you able to gain this experience?
- How would you describe the level of expertise you currently have?

## Industry Specific

- What is your knowledge of this particular industry?
- How have you been able to gain industry experience?
- How would you rate your level of industry knowledge and experience now?

## Customer Service

- Describe a situation where you needed to provide excellent customer service.
- What specifically did you do?
- What was the outcome?

## Attention to Detail

- Describe the times in your job when you have to be extra careful with detail.
- How are you able to achieve this?
- How do you know if you are careful with detail or make mistakes?

## Legal Knowledge

- When do you have to use your knowledge of the law to do your job effectively?
- How have you been able to gain this knowledge?
- How do you measure your understanding of law relevant to your job?

## Understanding Policies

- Describe when and how often you need to interpret policies in your current job?
- How do you ensure that you are correct?
- How do you check that the customer is satisfied?

## Communication

- Have you ever experienced difficulty communicating with a colleague or manager? What were the causes of the communication problems?
- What action did you take to improve the situation?
- What was the outcome?

## Initiative and Leadership

- Was there a time when you wanted to change something at work?
- How did you go about doing this?
- What was the result?
- What steps have you taken to advance your career?
- How did you go about doing this?
- How do you judge the success of the outcome?

## Personal Balance

- Describe the stressful times in your working day?
- What do you do to lessen stressful situations?
- How do you know this works?

## Other Questions

The above sections deal with questions on areas generic to most insurance jobs. Each is structured asking you to describe a situation, provide specific information with respect to how or what you did, and then whether you can clearly identify the outcome of the role that you played.

Other questions may be worded in similar ways around the following criteria depending upon the job:

- Compliance
- Professional or service providers
- Technical requirements specific to the role
- Computer or software technology
- Personal and professional conduct – hobbies, professional associations / reading, study etc.

## General Hints for Presentation during the Interview

- Find out all you can about the job and company before you attend the interview.
- Be on time for the interview.
- Interviews are formal occasions – dress in appropriate business attire.
- Take your time in considering any questions put to you and then provide your answers.
- Smile - no matter how nervous you might be.
- If you don't understand one of the questions, then politely ask for clarification. If you don't know an answer, don't guess.
- The best interviews are friendly conversations. Treat your interview that way and you'll help to put the interviewer at ease as well.
- Above all else - trust yourself.