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# Chargeback Specialist Job Interview Preparation Guide.

#### Question #1

Tell me about a time when you helped resolve a dispute between others?

#### Anewor-

Be sure to discuss a very specific example. Tell the interviewer what methods you used to solve the problem without focusing on the details of the problem.

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#### Question # 2

What would you like to avoid completely in your next job As Chargeback Specialist?

#### Answer:-

Bad business ethics, teammates / managers that are disrespectful / inconsiderate. But of course, this job wouldn't have things like this right?

#### Question #3

You are not given the tools you need to be successful. How would you change that As Chargeback Specialist?

## Answer:

State a business case to your manager / leader as to why you need the tools and make the request for them.

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## Question # 4

Tell me about a time when you had to think strategically?

## Answer:-

There was a time when I was told I had to get rid of 20% of my people. I had to determine which persons I needed the most by determining who could do what. I had to put aside personal feelings so that I could keep a working crew to handle he same workload with less people.

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## Question # 5

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 Chargeback Specialist 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 # 6

What are you looking for in a new position As Chargeback Specialist?

## Answer:-

I've been honing my skills As Chargeback Specialist for a few years now and, first and foremost, I'm looking for a position where I can continue to exercise those skills. Ideally the same things that this position has to offer. Be specific.

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## Question # 7

What attracted you to this company As Chargeback Specialist?

## Answer:

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



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#### Question # 8

What motivates you the most?

#### Answer:-

Is it money? Is it career development? Is it recognition? Is it a sense of achievement? Is it to impress your peers? Is it for fame?

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#### Question #9

Tell me about a time when you successfully handled a situation?

#### Answer:

For this question, the interviewer wants to know what you do in a situation that doesn't have a clear answer. This will help the interviewer know how you respond to unforeseen challenges.

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## Question # 10

Describe some problems you encountered in your most recent position As Chargeback Specialist and how you resolved them?

#### Answer.

Discuss your work experiences. The key is to show you're calm under pressure and can handle sensitive situations with a clear train of thought.

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#### Question # 11

Do you ever take work home with you?

#### Answer:-

Here are two great sample answers that might help get you started:

- \* I am an extremely organized person, so I tend to be able to get my work done at work. However, if the need arose I would not be against taking work home. I try not to make it a habit, since I do value my free time. I do realize though that the work we do is important, and sometimes you have to do what needs to be done.
- \* I do not shy away from taking work home with me. I know that meeting deadlines and doing outstanding work sometimes means taking a bit of it home. I do not have a problem doing that when the need arises.
- \* Make sure to give an honest answer. Lying about taking work home may turn out badly for you if it is required and you do not do it.

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## Question # 12

What critical component of this position As Chargeback Specialist makes the work challenging?

## Answer:

Heading information: This should include job title, pay grade or range, reporting relationship (by position, not individual), hours or shifts, and the likelihood of overtime or weekend work.

Summary objective of the job: List the general responsibilities and descriptions of key tasks and their purpose, relationships with customers, coworkers, and others, and the results expected of incumbent employees.

Qualifications: State the education, experience, training, and technical skills necessary for entry into this job.

Special demands: This should include any extraordinary conditions applicable to the job As Chargeback Specialist (for example, heavy lifting, exposure to temperature extremes, prolonged standing, or travel).

Job duties and responsibilities: Only two features of job responsibility are important: identifying tasks that comprise about 90 to 95 percent of the work done and

Job duties and responsibilities: Only two features of job responsibility are important: identifying tasks that comprise about 90 to 95 percent of the work done and listing tasks in order of the time consumed (or, sometimes, in order of importance).

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## Question # 13

What relevant work experience do you have in this career field As Chargeback Specialist?

## Answer:-

Talk about specific work related experience for the position you're interviewing for. Make sure the experience is relevant. Don't talk about previous experience that is not related to the position in question. If you don't have specific career related experience speak about prior experience that has helped you develop the specific knowledge and skills required for the position you are applying for.

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## Question # 14

Explain yourself in one line?

## Answer:

When you respond, keep in mind the type of position you are interviewing for like Chargeback Specialist based job, the company culture, and the work environment. Your answer should help show the interviewer why you're a match for the job and for the company.

- \* I'm a people person. I really enjoy meeting and working with a lot of different people.
- \* I'm a perfectionist. I pay attention to all the details, and like to be sure that everything is just right.
- \* I'm a creative thinker. I like to explore alternative solutions to problems and have an open mind about what will work best.
- \* I'm efficient and highly organized. This enables me to be as productive as possible on the job.
- \* I enjoy solving problems, troubleshooting issues, and coming up with solutions in a timely manner.



#### Question #15

How did you handle meeting a tight deadline As Chargeback Specialist?

#### Answer-

Review every deadline you need to meet. Prioritize your projects by deadline and factor in how important each project is. Record your deadlines on a digital calendar or spreadsheet.

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## Question # 16

Tell me about a time when you had to make a decision without all the information you needed. How did you handle it As Chargeback Specialist? Why? Were you happy with the outcome?

#### Answer:-

In many scenarios, you will not have all the information needed. The key is to make the best possible decision based on what you deem to be a sufficient amount of information.

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## Question # 17

What do you like to do for fun?

#### Answer:-

Be open to sharing hobbies and activities that you enjoy. Make sure you're genuine about it and don't list off things you don't really like because if they ask you a follow up question it'll be harder for you to answer.

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#### Question # 18

Describe what a "lot of work" looks like to you As Chargeback Specialist?

#### Answer:-

Ideally you'd like to state that you can take on a lot of work - this shows your work ethic, but at the same time it's okay to tell them that you value work and life balance.

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#### Question # 19

Do you have any blind spots?

## Answer:-

This question is often meant to trick candidates since acknowledgment of blind spots would indicate they were aware of them. Also, do not disclose bad habits or other personal concerns. Let the interviewer find out about your personal flaws through the course of the interview without directly stating these flaws.

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## Question # 20

What motivates you?

## Answer:-

I've always been motivated by the challenge - in my last role, I was responsible for training our new recruits and having a 100% success rate in passing scores. I know that this job is very fast-paced and I'm more than up for the challenge. In fact, I thrive on it.

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## Question # 21

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 # 22

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

## Answer:

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

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## Question # 23

What differentiates you from the competition?

## Answer:

Think about what you bring to the table that you truly believe is unique - the easiest way to do is to think of your own personal stories that demonstrate your work ethic, skills, and dedication. Most people have some or all of those skills, but the unique stories are what make people stand out in interviews.



#### Question # 24

What are your salary requirements As Chargeback Specialist?

#### Answer-

The #1 rule of answering this question is doing your research on what you should be paid by using site like Global Guideline. You'll likely come up with a range, and we recommend stating the highest number in that range that applies, based on your experience, education, and skills. Then, make sure the hiring manager knows that you're flexible. You're communicating that you know your skills are valuable, but that you want the job and are willing to negotiate.

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## Question # 25

How do you feel about this company's vision?

#### Answer:-

First find out where the company envisions itself in 3-5 years. If you can't find the vision of the company, that's probably a big question mark on the company itself. Once you do, identify how those company's visions align to your personal values and goals and then articulate how tightly correlated that is to the interviewer. For example - this company wants to be the #1 provider of green technology in the world and I feel strongly about that vision because we've got a chance to collectively impact the world to become a greener society and save our clients at the same time!

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#### Question # 26

Suppose there are three light switches outside a room. Inside is a single light bulb, controlled by one of the three switches. You need to determine which switch operates the bulb. You can turn the switches on and off as many times as you wish (they are all off to begin with), but may only enter the room once. There is no one there to help you. The door to the room is closed, and there are no windows, so you cannot see inside. How can you discover which switch operates the bulb?

#### Answer:-

Do the following steps:

- \* 1. Turn ON two switches, and leave one OFF.
- \* 2. Wait a few minutes.
- \* 3. Turn one switch from ON to OFF. One is now ON and two are OFF
- \* 4. Enter the room. If the light is ON, it is controlled by the switch you left ON. If the light bulb is OFF, touch it. If it is warm it is controlled by the switch you turned ON and OFF. If it is cold, it is controlled by the switch you never turned on.

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#### Question # 27

What does success mean to you?

#### Answer:-

I am punctual, I always have excellent attendance on any job As Chargeback Specialist, 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 # 28

What is your greatest strength? How does it help you As Chargeback Specialist?

## Answer:-

One of my greatest strengths, and that I am a diligent worker... I care about the work getting done.. I am always willing to help others in the team. Being patient helps me not jump to conclusions... Patience helps me stay calm when I have to work under pressure.. Being a diligent worker.. It ensures that the team has the same goals in accomplishing certain things.

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## Question # 29

What makes you a good manager?

## Answer:

Describe how you manage people, time, money and energy in the most effective manner to achieve the best return of that investment.

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## Question # 30

What do you know about our competition?

## Answer:-

Make sure you do your research on their competitors. You can find this by going to yahoo finance and click on their competitors (if they are public). From there research the news on them and go to their websites to understand their positioning on solutions and vision. You can also research local regional companies that are their competition (if it's a smaller private company on a regional scale) by simply typing in similar product offerings in the Google search followed by the city. Make sure you know their competitor's vision, products, culture, and how they are differentiated against their competition (and if they're not, how they could be)

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## Question # 31

What are ideas or initiatives you've led and what was the outcome?

## Answer:-

Describe your most unique ideas and initiatives that had the best results for the company. Make sure you highlight your creativity, your results, your diligence and your ability to execute.



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#### Question #32

How important is a positive attitude to you?

#### Answer:-

Incredibly important. I believe a positive attitude is the foundation of being successful - it's contagious in the workplace, with our customers, and ultimately it's the difference maker.

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#### Question # 33

How would you be an asset to us As Chargeback Specialist?

#### Answer:-

Think again about the job specification and the skills needed for this role As Chargeback Specialist. Have a paragraph prepared highlighting how you will be able to do the job and what you can bring to the team. It goes without saying that this paragraph should be positive.

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#### Question # 34

How do you take "No" for an answer?

#### Answer:-

You want to be persistent enough to understand why someone is saying no so that you could potentially convince them otherwise with a sound reason. However, if they are still saying "no" to you, then you need to humbly accept their position and move on.

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#### Question #35

Describe what a bad work environment would look like to you As Chargeback Specialist?

#### 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 # 36

How do you handle your anger?

## Answer:

I don't get angry very easily but in the rare occasion that I do, I hold it in and act as though nothing is wrong.

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## Question # 37

What is your ideal working environment?

## Answer:-

Describe your ideal working environment. Do you like flexibility with work hours? Do you like working in a cubicle or independently? Do you like to be micro managed or empowered? Do you like to work on your own or in a team? Do you like being driven by metrics in your role? How much responsibility do you want?

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## Question # 38

How would your former employer describe you?

## Answer:

In all likelihood, the interviewer will actually speak with your former employer so honesty is key. Answer as confidently and positively as possible and list all of the positive things your past employer would recognize about you. Do not make the mistake of simply saying you are responsible, organized, and dependable. Instead, include traits that are directly related to your work as a medical assistant, such as the ability to handle stressful situations and difficult patients, the way you kept meticulous records, and more.

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## Question # 39

Why should we give you this job As Chargeback Specialist when someone else is equally qualified?

## Answer:-

Describe how you're unique, but make sure you tie it to the job responsibilities and how you would impact the company. For example, "I believe my unique programming skills and experience in developing over 18 best selling iphone apps will help the company develop high quality applications faster than my competitors"

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## Question # 40

How meticulous are you with details?



#### Answer:-

Being detailed is important for many types of job roles. Typically you want to highlight how you've done that in previous roles. Example: "Being meticulous is important to me. In my last job, I had to count the money in the register as a cashier to make sure it matched to the receipts down to the last penny." This was to ensure there wasn't any "wrongdoing" at the company by any of the cashiers and I was always accurate in my reports.

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#### Question #41

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 # 42

How many tennis balls can you fit into a limousine? 1,000? 10,000? 100,000? Seriously?

#### Answer:-

Well, seriously, you might get asked brainteaser questions like these, especially in quantitative jobs. But remember that the interviewer doesn't necessarily want an exact number-he wants to make sure that you understand what's being asked of you, and that you can set into motion a systematic and logical way to respond. So, just take a deep breath, and start thinking through the math. (Yes, it's OK to ask for a pen and paper!)

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#### Question # 43

Where do you see yourself in 5 years with your career?

#### Answer-

Be sure to paint a clear picture of your career vision that demonstrates your aspirations and goals that are realistic. This could emphasize increased responsibility, the ability to manage people and so forth

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## Question # 44

What will your ramp time be before you become a meaningful contributor?

#### Answer:-

Companies want staff that can ramp quickly, but also want people who are realistic. So take into consideration how intense the job is and then give a good answer. For example, if you have simple responsibilities that don't require a huge development curve, then your ramp time will probably be shorter. If it's a complex set of skills that you need to develop, then your ramp time could be longer - the key is you have to explain why you believe that ramp time should be.

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## Question # 45

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

## Answer:-

Both are important. You need to stress that. However, if you could only choose one, ask yourself As Chargeback Specialist - do you like to be "in the weeds" with your work, or do you want to be the one painting the vision?

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## Question # 46

How would you observe the level of motivation of your subordinates?

## Answer:

Choosing the right metrics and comparing productivity of everyone on daily basis is a good answer, doesn't matter in which company you apply for a supervisory role.

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## Question # 47

How do you keep each member of the team involved and motivated?

## Answer:-

Many managers mistakenly think that money is the prime motivator for their employees. However, according to surveys by several different companies, money is consistently ranked five or lower by most employees. So if money is not the best way to motivate your team, what is? Employees' three most important issues according to employees are:

- \* Respect
- \* A sense of accomplishment
- \* Recognition

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## Question # 48

What would your first 30, 60, or 90 days look like in this role As Chargeback Specialist?

## 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 # 49

Why are you leaving your current job?

#### Answer:-

This is a toughie, but one you can be sure you'll be asked. Definitely keep things positive-you have nothing to gain by being negative about your past employers. Instead, frame things in a way that shows that you're eager to take on new opportunities and that the role you're interviewing for is a better fit for you than your current or last position. For example, "I'd really love to be part of product development from beginning to end, and I know I'd have that opportunity here." And if you were let go? Keep it simple: "Unfortunately, I was let go," is a totally OK answer.

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#### Question #50

How would you rate your communication and interpersonal skills for this job As Chargeback Specialist?

#### 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 #51

What is your desired salary As Chargeback Specialist?

#### 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 # 52

Are you aggressive?

## Answer:

If you are, describe it through a story / experience that you had. If you aren't, then explain why you're not. If the job role asks for you to be aggressive/not aggressive and you're the opposite of it, explain how you would develop that characteristic.

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## Question #53

Does your boss know you're here today?

## Answer:

Usually, you probably haven't told your boss for obvious reasons. So it's ok to say that they do not. You don't want to upset the balance at your current job after all and nothing is guaranteed in an interview. The interviewer should understand this stance.

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## Question # 54

Tell me about the last time you had to work with someone inside or outside of your department to accomplish a goal?

## Answer:-

Show that you were communicative with that person and that you were able to collaborate effectively in sharing ideas and work tasks. They want to see that you can be a team player.

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## Question # 55

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 # 56

How long will it take for you to make a significant contribution?

## Answer:-



First define significant contribution - once you do that - lay out a timeline plan in which you think you can achieve that.

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## Question # 57

What types of personalities do you work with best?

#### Answer-

In the past, I have found it difficult to work with others who see themselves as better than others, who can take criticism, and who refuse to work with others. I have found it challenging to work with them b/c I am a team oriented person who feels the importance of working together over the needs of the individual especially in a learning environment.

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## Question #58

Explain an occasion when you had to adapt in the face of a difficult situation?

#### Answer:-

One of the most useful interview tactics is to remain positive about your work and achievements. This question lets the candidate draw on their own personal history to show how they have been positive and successful in the face of difficulties. Choose a specific occasion to describe, rather than dealing with generic platitudes.

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#### Question # 59

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 # 60

How do you handle stressful situations?

#### Answer:

By remaining calm, weighing out all my options and executing a plan to get the situation resolve .

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## Question # 61

What does quality work mean to you?

## Answer:-

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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## Question # 62

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 #63

Are you planning to continue your studies and training As Chargeback Specialist?

## Answer:-

If asked about plans for continued education, companies typically look for applicants to tie independent goals with the aims of the employer. Interviewers consistently want to see motivation to learn and improve. Continuing education shows such desires, especially when potentials display interests in academia potentially benefiting the company.

Answering in terms of "I plan on continuing my studies in the technology field," when offered a question from a technology firm makes sense. Tailor answers about continued studies specific to desired job fields. Show interest in the industry and a desire to work long-term in said industry. Keep answers short and to the point, avoiding diatribes causing candidates to appear insincere.

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## Question # 64

What do you know about the company?

## Answer:-

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.



## Question #65

Describe to me the position As Chargeback Specialist you're applying for?

This is a "homework" question, too, but it also gives some clues as to the perspective the person brings to the table. The best preparation you can do is to read the job description and repeat it to yourself in your own words so that you can do this smoothly at the interview.

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## Question # 66

How would you go about establishing your credibility quickly As Chargeback Specialist with the team?

expc Fully understand my responsibilities, work hard and exceed expectations, learn as much as possible, help others as much as possible, understand what my teammates' goals and needs are, be on time, and gain a mentor.

# Finance and Accounts Most Popular Interview Topics.

- 1: MBA Finance Frequently Asked Interview Questions and Answers Guide.
- 2 : Capital Market Frequently Asked Interview Questions and Answers Guide.
- 3: Bank Reconciliation Frequently Asked Interview Questions and Answers Guide.
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