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# Claims Processor Job Interview Preparation Guide.

#### Question #1

What type of salary are you looking for?

#### Answer:-

This can be a very tricky question as the individual asking it is probably digging for something other than a simple answer to the question. We recommend that you don't immediately respond to the question directly. Instead, say something like, "That a difficult question. What is range for this position?" More often than not the interviewer will tell you. If the interviewer insists on direct answer you may want say that it depends on the details of the job - then give a wide salary range.

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#### Question # 2

Why do you want to work for this company?

Again be honest. The interviewer will be able to sense very quickly if you're be disingenuous. Your answer should be base on your person reasons, career aspirations as well as research you've performed on the company. The most important thing you should do is make sure to relate your answer to your long-term career goals.

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## Question #3

Top 11 Questions to Verify Experience and Credentials As Claims Processor:

Sometimes people want a job a little too bad - and they may fudge their credentials and experience a bit.

If you've run into this problem, are worried about it, or have credentials and experience that are absolutely essential, you may need to ask a few verification questions. If you are a candidate, you should review your resume and make sure you know all the key points, and that nothing has been misconstrued.

- 1. What grades did you get in college?
- 2. What were your responsibilities when you worked in job x?
- 3. How many people were on your team at your last job?
- 4. What will your previous manager/supervisor say when I ask where you needed to improve? 5. What was your beginning and ending salary at job x?
- 6. What were your beginning and ending titles at job x?
- 7. Are you eligible for rehire at job x?
- 8. What tools are necessary for performing job x?
- 9. Describe to me how you would perform [x typical job task].
- 10. What was the focus of your thesis?
- 11. When did you leave company x?

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## Question # 4

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

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

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## Question #5

Tell me about a time when you were forced to make an unpopular decision?

Not every decision is popular. In fact, almost every decision is bound to make someone unhappy at some point. The key is to demonstrate how it impacted others positively and why you chose it.

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## Question # 6



Where do you see your career in five years As Claims Processor?

#### Answer:

I would like to retire from this company. I would like to make a difference in the company whether in the company or any other position or area of the company As Claims Processor.

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## Question #7

Why are you interested in working As Claims Processor for [insert company name here]?

#### Answer-

Bad Answer: They don't have a good reason, or provide a generic answer, "I think it represents a great opportunity."

Good answer: One that shows they've done research on the company, and are truly excited about specific things they can do at the job. This not only shows enthusiasm for the work and basic preparation skills, gives you clues about the cultural fit.

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## Question #8

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

#### Answer:

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 # 9

If you were given more initiatives than you could handle, what would you do?

#### Answer.

First prioritize the important activities that impact the business most. Then discuss the issue of having too many initiatives with the boss so that it can be offloaded. Work harder to get the initiatives done.

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## Question # 10

Basic 15 Interview Questions that Test Communication Skills As Claims Processor:

#### Answer:-

For most jobs, communication skills As Claims Processor are important. It's hard to work as a team if people aren't communicating well.

At some jobs, like customer service or sales, communication skills are an absolute essential.

- These questions are meant to help gauge a candidate's ability to communicate.

  1. How do you prefer to build rapport with others?
- 2. How would you go about simplifying a complex issue in order to explain it to a client or colleague?
- 3. How would you go about persuading someone to see things your way at work?
- 4. How would you go about explaining a complex idea/problem to a client who was already frustrated?
- 5. What would you do if you there was a breakdown in communication at work?
- 6. Talk about a successful presentation you gave and why you think it did well.
- 7. How would you explain a complicated technical problem to a colleague with less technical understanding?
- 8. Do you prefer written or verbal communication As Claims Processor?
- 9. Describe a time when you had to be careful talking about sensitive information. How did you do it?
- 10. What would you do if you misunderstood an important communication on the job?
- 11. Talk about a time when you made a point that you knew your colleagues would be resistant to.
- 12. Is it more important to be a good listener or a good communicator As Claims Processor?
- 13. Tell me about a time you had to relay bad news to a client or colleague.
- 14. Rate your communication skills on a scale of 1 to 10. Give examples of experiences that demonstrate the rating is accurate.
- 15. How have you handled working under someone you felt was not good at communicating?

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## Question # 11

If you were hiring a person for this job As Claims Processor, what would you look for?

## Answer:

Discuss qualities you possess required to successfully complete the job duties.

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## Question # 12

Why do you want this job As Claims Processor?

## Answer:

This question typically follows on from the previous one. Here is where your research will come in handy. You may want to say that you want to work for a company that is Global Guideline, (market leader, innovator, provides a vital service, whatever it may be). Put some thought into this beforehand, be specific, and link the company's values and mission statement to your own goals and career plans.

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## Question # 13

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 # 14

What is your greatest strength As Claims Processor?

#### Answer:-

This is your time to shine. Just remember the interviewer is looking for work related strengths As Claims Processor. Mention a number of them such as being a good motivator, problem solver, performing well under pressure, being loyal, having a positive attitude, eager to learn, taking initiative, and attention to detail. Whichever you go for, be prepared to give examples that illustrate this particular skill.

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## Question # 15

What did you like least about your last (or current) job As Claims Processor?

#### Answer.

Don't vent or focus on the negative with brutally honest answers such as "My boss was a jerk," or "The company culture was too politically correct," or "They just weren't giving me the opportunity to take my career to the next level." Instead, keep the emphasis on the positive, even though there are sure to be things you weren't happy about.

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#### Question # 16

Explain what are your weaknesses As Claims Processor?

#### Answer:-

Red flags: This is the peanut butter to the previous question's jelly. Again, everyone should expect it, so it's a bad sign if someone seems totally unprepared, or gives a stock answer like, "I'm a perfectionist." Also, of course, candidates crazy enough to blurt out some horrible personality trait should go in the red flagged pile. Good answer: Candidates should talk about a real weakness they've been working on improving. For instance, they're not good at public speaking, but they've been taking a course to help them improve. Or maybe they feel that they're easily distracted when working online, but have installed software that helps them stay on task. Answers like these show a desire for improvement, self awareness and discipline.

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## Question # 17

If you have multiple projects on your plate, how do you handle completing them on time?

## Answer:

Prioritize based on business importance. Set clear timelines for each so that you know which ones to knock out first. Get your teammates to help if necessary.

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## Question # 18

What type of people do you not work well with?

## Answer:-

Be very careful answering this question as most organization employ professionals with an array of personalities and characteristics. You don't want to give the impression that you're going to have problems working with anyone currently employed at the organization. If you through out anything trivial you're going to look like a whiner. Only disloyalty to the organization or lawbreaking should be on your list of personal characteristics of people you can't work with.

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## Question # 19

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

## 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 # 20

How did you handle meeting a tight deadline As Claims Processor?

## 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 # 21

Your client is upset with you for a mistake you made, how do you react?



#### Answer:-

Acknowledge their pain - empathize with them. Then apologize and offer a solution to fix the mistake.

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## Question # 22

Why are you interested in this type of job As Claims Processor?

#### Answer-

You're looking for someone who enjoys working with the elderly, or a caring, sociable, and nurturing person.

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#### Question # 23

What is it about this position As Claims Processor that attracts you the most?

#### Answer-

Use your knowledge of the job description to demonstrate how you are a suitable match for the role.

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#### Question # 24

Do you have the ability to articulate a vision and to get others involved to carry it out?

#### Answer:-

If yes, then share an example of how you've done so at work or college. If not, then discuss how you would do so. Example: "I would first understand the goals of the staff members and then I would align those to the goals of the project / company. Then I would articulate the vision of that alignment and ask them to participate. From there, we would delegate tasks among the team and then follow up on a date and time to ensure follow through on the tasks. Lastly, we would review the results together."

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#### Question # 25

What are your personal skills which make you a candidate for the position As Claims Processor?

## Answer:-

The list of crucial character traits includes patience, tact, and poise, with personal and cultural sensitivity. One needs the ability to work long hours, with much walking and some physical tasks. But the most important trait of all is to love people and to have the desire to care for them.

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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

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 # 28

What is your perception of taking on risk?

## Answer:-

You answer depends on the type of company you're interviewing for. If it's a start up, you need to be much more open to taking on risk. If it's a more established company, calculated risks to increase / improve the business or minimal risks would typically be more in line.

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## Question # 29

If you could offer suggestions on how to improve our company, what would you say?

## Answer:-

Examine the trends of the company and also where there may be some weaknesses (news articles often document this on public companies or look at their competitors to see how they're positioning it against them.) Then, once you have that knowledge, think creatively on how you could improve upon that weakness for



them.

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## Question #30

How do you inspire others to be better?

#### Answer:

First, the key to inspiring others it to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to multiple people and so forth.

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#### Question #31

What skills do you bring to the table?

#### Answer:-

Think of your skill sets with regards to: analytical skills, interpersonal skills, communication skills, computer skills, presentation skills, management skills, sales skills and so forth.

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#### Question # 32

What was the most difficult employee situation you found yourself As Claims Processor? How did you overcome the problem?

#### Answer:-

One of employees was conflicting with other and colleague who was prove his was wrong hi denied and was invite union to defend him but we have prove his wrong and I was facing disciplinary action.

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## Question #33

How do you handle conflicts with people you supervise?

#### Answer-

At first place, you try to avoid conflicts if you can. But once it happens and there's no way to avoid it, you try to understand the point of view of the other person and find the solution good for everyone. But you always keep the authority of your position.

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## Question # 34

Explain a time when you did not get along with your coworker?

## Answer:-

I used to lock heads with a fellows. We disagreed over a lot of things - from the care of civilians to who got what shifts to how to speak with a victim's family. Our personalities just didn't mesh. After three months of arguing, I pulled her aside and asked her to lunch. At lunch, we talked about our differences and why we weren't getting along. It turns out, it was all about communication. We communicated differently and once we knew that, we began to work well together. I really believe that talking a problem through with someone can help solve any issue.

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## Question # 35

If someone had to say something negative to you, what would they say?

## Answer:-

Again, be honest about sharing a story here about someone who may not have gotten along with you in the office here and explain how you were able to fix that relationship or change your attitude/action to be a better person / coworker.

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## Question #36

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 #37

If hired, how do you intend on making a difference with our company?

## Answer:

Dedicate myself to learn everything about the new company that I can, look for ways and ideas that could improve, processes, safety, removing obstacles from the associates, I want to advance within the company.



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#### Question #38

If you look at a clock and the time is 3:15, what's the angle between the hour and the minute hands?

#### Answer-

Usually, if the answer to a brainteaser seems too easy, chances are the answer's wrong. And in this case, the answer is not zero degrees. The hour hand, remember, moves as well. That is, in addition to the minute hand. And so, at 3:15, the hour hand and the minute hand are not on top of each other. In fact, the hour hand has moved a quarter of the way between the 3 and 4. This means it's moved a quarter of 30 degrees (360 degrees divided by 12 equals 30). So the answer, to be exact, is seven and a half degrees (30 divided by four).

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## Question #39

How do you feel about technology at the workplace in general?

#### Answer:

It's a great enabler for us to collaborate better as a team, for us to reach customers more efficiently and I believe it can help any company become more efficient, leaner, and more productive.

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#### Question # 40

How would you be an asset to us As Claims Processor?

#### Answer-

Think again about the job specification and the skills needed for this role As Claims Processor. 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 # 41

What is your biggest regret to date and why?

#### Answer:

Describe honestly the regretful action / situation you were in but then discuss how you proactively fixed / improved it and how that helped you to improve as a person/worker.

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## Question # 42

Describe yourself in three words?

## Answer:

Pick three adjectives but then back up each with a real life story that demonstrates those characteristics.

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## Question # 43

What is your greatest weakness As Claims Processor? What are you doing to improve it?

## Answer:-

I believe my biggest weakness As Claims Processor is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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## Question # 44

How would your friends describe you?

## Answer:-

My friends would probably say that I'm extremely persistent - I've never been afraid to keep going back until I get what I want. When I worked as a program developer, recruiting keynote speakers for a major tech conference, I got one rejection after another - this was just the nature of the job. But I really wanted the big players - so I wouldn't take no for an answer. I kept going back to them every time there was a new company on board, or some new value proposition. Eventually, many of them actually said "yes" - the program turned out to be so great that we doubled our attendees from the year before. A lot of people might have given up after the first rejection, but it's just not in my nature. If I know something is possible, I have to keep trying until I get it.

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## Question # 45

Explain me about a time when you reached a goal within a tight deadline?

## Answer-

I work well under pressure to meet deadlines without jeopardizing the quality of my work. I have always worked in a fast pace environment where we are constantly under pressure to achieve best results within a time frame.

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#### Question # 46

What's the least rewarding work you've ever done and why?

#### Answer-

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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## Question # 47

What kind of salary do you need As Claims Processor?

#### Answer:-

This is a loaded question and a nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, that's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.

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## Question # 48

What's a time you exercised leadership?

#### Answer:-

Depending on what's more important for the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include enough detail to be believable and memorable,". Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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#### Question # 49

What do you think we could do better or differently?

#### Answer:-

This is a common one at startups. Hiring managers want to know that you not only have some background on the company, but that you're able to think critically about it and come to the table with new ideas. So, come with new ideas! What new features would you love to see? How could the company increase conversions? How could customer service be improved? You don't need to have the company's four-year strategy figured out, but do share your thoughts, and more importantly, show how your interests and expertise would lend themselves to the job.

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## Question # 50

Why do you want to work As Claims Processor for this organisation?

## Answer:-

Being unfamiliar with the organisation will spoil your chances with 75% of interviewers, according to one survey, so take this chance to show you have done your preparation and know the company inside and out. You will now have the chance to demonstrate that you've done your research, so reply mentioning all the positive things you have found out about the organisation and its sector etc. This means you'll have an enjoyable work environment and stability of employment etc everything that brings out the best in you.

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## Question # 51

What are your salary expectations As Claims Processor?

## Answer:

This question is like a loaded gun, tricky and dangerous if you're not sure what you are doing. It's not uncommon for people to end up talking salary before really selling their skills, but knowledge is power as this is a negotiation after all. Again, this is an area where doing your research will be helpful as you will have an understanding of average salary.

One approach is asking the interviewer about the salary range, but to avoid the question entirely, you can respond that money isn't a key factor and you're goal is to advance in your career. However, if you have a minimum figure in mind and you believe you're able to get it, you may find it worth trying.

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## Question # 52

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 # 53

How do you evaluate your ability to handle conflict?

## Answer:

I pride myself on being a good problem solver. Through my previous job and management positions I have faced numerous conflicts in different situations, and my experiences have helped me to hone my issue resolution skills. I believe that it is important to get to and address the root of the issue, in a respectable manner.



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#### Question # 54

How have you changed in the last five years?

#### Answer:

All in a nutshell. But I think I've attained a level of personal comfort in many ways and although I will change even more in the next 5-6 years I'm content with the past 6 and what has come of them.

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#### Question # 55

What features of your previous jobs have you disliked?

#### Answer:-

It's easy to talk about what you liked about your job in an interview, but you need to be careful when responding to questions about the downsides of your last position. When you're asked at a job interview about what you didn't like about your previous job, try not to be too negative. You don't want the interviewer to think that you'll speak negatively about this job or the company should you eventually decide to move on after they have hired you.

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#### Question # 56

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 # 57

Why should the we hire you as this position As Claims Processor?

#### Answer:-

This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player.

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## Question # 58

Give me an example of when you competed hard and won?

## Answer:

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.

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## Question #59

What do you think is your greatest weakness?

## Answer:-

Don't say anything that could eliminate you from consideration for the job. For instance, "I'm slow in adapting to change" is not a wise answer, since change is par for the course in most work environments. Avoid calling attention to any weakness that's one of the critical qualities the hiring manager is looking for. And don't try the old "I'm a workaholic," or "I'm a perfectionist.

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## Question # 60

Describe to me the position As Claims Processor you're applying for?

## Answer:

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 # 61

How many square feet of pizza are eaten in the United States each month?

## Answer:

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).



Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

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## Question #62

What type of work environment do you prefer?

#### Answer:-

Ideally one that's similar to the environment of the company you're applying to. Be specific.

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#### Question #63

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 # 64

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 #65

Do you like to start personal relationships with other employees?

#### Answer:-

Well, the right answer is yes and no. Good personal relations can improve the overall performance of a team. But on the other hand, you should not let your emotions to affect your decisions in work.

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# **Insurance Most Popular Interview Topics.**

- 1 : <u>Health Insurance Specialist Frequently Asked Interview Questions and Answers Guide.</u>
- 2 : Insurance Cold Calling Frequently Asked Interview Questions and Answers Guide.
- 3 : <u>Insurance Sales Frequently Asked Interview Questions and Answers Guide.</u>
- 4 : <u>Insurance Consultant Frequently Asked Interview Questions and Answers Guide.</u>
- 5: Insurance Auditor Frequently Asked Interview Questions and Answers Guide.
- 6: Insurance Verifier Frequently Asked Interview Questions and Answers Guide.
- 7: Insurance Claims Agent Frequently Asked Interview Questions and Answers Guide.

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