

# Ercot Interview Questions And Answers Guide.



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## Ercot Job Interview Preparation Guide.

### Question # 1

Who has been an inspiration for you?

#### Answer:-

Cite your role models (possible examples could be your parents, people successful in the industry, world leaders, etc)

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### Question # 2

What kind of work interests you the least In Ercot?

#### Answer:-

What bores you? What fails to challenge you? What fails to excite you?

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### Question # 3

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 # 4

What education or training have you had that makes you fit for this profession In Ercot?

#### Answer:-

This would be the first question asked in any interview. Therefore, it is important that you give a proper reply to the question regarding your education. You should have all the documents and certificates pertaining to your education and/or training, although time may not allow the interviewer to review all of them.

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### Question # 5

Have you ever you have been in a position In Ercot where you've had to fire someone? How did you feel about that experience?

#### Answer:-

Be very thoughtful about your answer. This is a very serious matter for most companies and requires a very serious answer. You need to express that you will do it when it is the right thing to do but you don't want to give the impression that you're callous to the process. Don't forget that firing is not the same as laying someone off - it typically is for the direct benefit of the company.

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### Question # 6

What's your dream job?

#### Answer:-

Along similar lines, the interviewer wants to uncover whether this position In Ercot is really in line with your ultimate career goals. While "an GGL star" might get you a few laughs, a better bet is to talk about your goals and ambitions-and why this job will get you closer to them.

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### Question # 7



What do you consider to be your greatest achievement so far and why?

**Answer:-**

Be proud of your achievement, discuss the results, and explain why you feel most proud of this one. Was it the extra work? Was it the leadership you exhibited? Was it the impact it had?

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**Question # 8**

Why did you leave your last job In Ercot?

**Answer:-**

Regardless of why you left your last job make sure to stay positive. Always smile and focus on the positive reason such you were seeking the opportunity to expand your career opportunities, your interest in working with a new firm that provided greater opportunity, you desired to work in a new location, etc. Don't reference previous job problems or differences with management that caused you to leave. If you stay positive, your answer may help you. If you're negative, you will likely decrease your chances of getting the job for which you're interviewing.

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**Question # 9**

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 # 10**

How would your references describe you?

**Answer:-**

Think of three major characteristics that demonstrate your best qualities related to work and then have quick stories to describe why.

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**Question # 11**

Why do you want to leave your current company In Ercot?

**Answer:-**

Bad Answer: Complaining about or blaming their former job, boss or colleagues. Also, having no good reason.

Good answer: One that focuses on the positives about why the job they're applying for offers them better learning or career opportunities, chances for advancement, aligns more closely to their long term goals, or is a better fit for them.

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**Question # 12**

Where do you see your career in five years In Ercot?

**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 In Ercot.

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**Question # 13**

You have a project due in one hour but a more important emergency that affects business needs to be fixed immediately, what do you do?

**Answer:-**

Focus on the issue that impacts the business most first.

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**Question # 14**

How do you handle confidentiality in your work?

**Answer:-**

Often, interviewers will ask questions to find out the level of technical knowledge In Ercot that a candidate has concerning the duties of a care assistant. In a question such as this, there is an opportunity to demonstrate professional knowledge and awareness. The confidentiality of a person's medical records is an important factor for a care assistant to bear in mind.

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**Question # 15**

Why was there a gap in your employment In Ercot?

**Answer:-**

If you were unemployed for a period of time, be direct and to the point about what you've been up to (and hopefully, that's a litany of impressive volunteer and other mind-enriching activities, like blogging or taking classes). Then, steer the conversation toward how you will do the job and contribute to the organization: "I decided to take a break at the time, but today I'm ready to contribute to this organization in the following ways."



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### **Question # 16**

Have you ever been caught stealing, or better yet, have you ever stole anything?

#### **Answer:-**

I guess everyone takes a pen or paper or little things like that. But other than that, NO. I have never stole from my employers or better yet In Ercot, from anyone.

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### **Question # 17**

What five words would be describe you as Ercot?

#### **Answer:-**

The hiring manager requests this of you because she wants to know more about your individual personality. This list can reveal a lot to her about who you are and how you might fit into the workplace. Your answer also gives the manager an indication of your self-perception, which is a good indicator of the type of employee you will be.

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### **Question # 18**

Top 11 Interview Questions to Ask when Emotional Intelligence Matters In Ercot:

#### **Answer:-**

Emotional intelligence, or EQ, has come into vogue as a good trait to hire for.

EQ is the ability to use emotional information to guide thinking and behavior, to recognize other people's emotions and your own, and to discriminate between different feelings and label them appropriately.

EQ is considered essential to help teams function well. Here are some of the top questions for help you get an idea of how candidates perceive their emotions and those of others.

1. If you started a company today, what would its top values be?
2. Who inspires you? Why?
3. How could you create more balance in your life?
4. What makes you angry?
5. How do you have fun?
6. How good are you at asking for help?
7. How did you deal with a bad day?
8. What's something you're really proud of? Why?
9. Tell me about a time when your mood altered your performance (positively or negatively).
10. Has there ever been a time when you felt you needed to change your behavior at work? How did you do it?
11. Did you create friendships that lasted while working at a previous job?

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### **Question # 19**

How do you think your colleagues at your last job would describe you?

#### **Answer:-**

While your CV will say a lot about your work history In Ercot, the interviewer will most likely look for greater detail with questions such as this. Be positive about previous experience, highlighting your own strengths.

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### **Question # 20**

What is your philosophy towards work?

#### **Answer:-**

This is typically a straightforward question that merits a straightforward answer. Do you have strong work ethic? Will you do whatever it takes to make sure the job gets done? Just say so in your response. Keep it short, direct and positive.

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### **Question # 21**

Tell us something about yourself?

#### **Answer:-**

Bad Answer: Candidates who ramble on about themselves without regard for information that will actually help the interviewer make a decision, or candidates who actually provide information showing they are unfit for the job.

Good answer: An answer that gives the interviewer a glimpse of the candidate's personality, without veering away from providing information that relates to the job. Answers should be positive, and not generic.

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### **Question # 22**

Why did you select the University \_\_\_\_\_?

#### **Answer:-**

Discuss the academic program, the extracurricular program(s), the school spirit, the quality of your peers, and the professors.

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### **Question # 23**

Tell me a difficult situation you have overcome in the workplace?

#### **Answer:-**

Conflict resolution, problem solving, communication and coping under pressure are transferable skills desired by many employers In Ercot. Answering this question right can help you demonstrate all of these traits.

- \* Use real-life examples from your previous roles that you are comfortable explaining
- \* Choose an example that demonstrates the role you played in resolving the situation clearly
- \* Remain professional at all times - you need to demonstrate that you can keep a cool head and know how to communicate with people

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### **Question # 24**

Tell me why do you want this job In Ercot?

#### **Answer:-**

Bad Answer: No solid answer, answers that don't align with what the job actually offers, or uninspired answers that show your position is just another of the many jobs they're applying for.

Good answer: The candidate has clear reasons for wanting the job that show enthusiasm for the work and the position, and knowledge about the company and job.

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### **Question # 25**

What is your biggest fear?

#### **Answer:-**

Don't try to sugarcoat the answer by listing something ambitious as a fear, unless you truly mean it (for example: I fear being a great leader) - Share your real fears but discuss how you would overcome them.

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### **Question # 26**

Where do you see yourself in five years In Ercot?

#### **Answer:-**

If asked this question, be honest and specific about your future goals, but consider this:

A hiring manager wants to know

- \* a) if you've set realistic expectations for your career,
  - \* b) if you have ambition (a.k.a., this interview isn't the first time you're considering the question), and
  - \* c) if the position aligns with your goals and growth. Your best bet is to think realistically about where this position could take you and answer along those lines.
- And if the position isn't necessarily a one-way ticket to your aspirations?

It's OK to say that you're not quite sure what the future holds, but that you see this experience playing an important role in helping you make that decision.

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### **Question # 27**

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 # 28**

Tell me about a time when you were held accountable for a problem that you hadn't caused?

#### **Answer:-**

If someone puts the blame on you (incorrectly), the best thing you can do is NOT to retaliate. You want to make it known that you were not to blame (explain all the facts) and then focus on fixing the problem in the best way possible.

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### **Question # 29**

What are three positive characteristics you wish you had?

#### **Answer:-**

The key here is to be honest about your wish list but then to describe how you plan on developing or growing those characteristics so that it becomes a reality. For example, I wish I had a stronger work ethic and I am reading a book right now about how to instill a better discipline around getting work done efficiently.

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### **Question # 30**

What qualities do you believe are important to have as a manager?

#### **Answer:-**

Great managers tend to empower their employees to be successful through strong coaching. They understand how to manage relationships - this is commonly referred to emotional intelligence. They have to be able to handle both client and staff situations that require them to be calm under pressure to clearly think of solutions to



complex problems. Most importantly they must be able to articulate the vision to the team and inspire them to work together to collectively achieve that goal

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### **Question # 31**

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 # 32**

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 # 33**

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 # 34**

Describe to me a time where you had to make a hard decision In Ercot?

#### **Answer:-**

Hard decisions are hard for a reason. It could dramatically effect the company. It could affect other workers. So if you have a story about how you made a hard decision and had a good outcome, share that. If you have one where the outcome wasn't great, explain how you would have changed the way you approached the decision to show you learned how to improve.

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### **Question # 35**

Who are your role models? Why?

#### **Answer:-**

If possible, cite role models you're truly passionate about - passion is contagious and will show you're being genuine. If the role model is in the same or similar industry as the company in an executive level position, even better.

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### **Question # 36**

Describe your vision of your perfect dream job?

#### **Answer:-**

Ideally, the role you're applying for either is that dream job or will help you get to it. If it's going to help you get there, describe the elements of that job role that you are passionate about so that it ties to the vision of what your dream job is. Be honest and talk about the type of work environment, management team / leadership, coworkers, culture, vision and products/services you'd like your dream job to entail.

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### **Question # 37**

Have you ever been fired and if yes, why?

#### **Answer:-**

Answer this as positively as possible and try to avoid disparaging the company you had previously worked for. The key is to accept the fact that yes, you were fired, but you've learned from the mistakes that got you there and you're better now because of it. If you haven't been fired, well, then this question's a piece of cake isn't it?

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### **Question # 38**

Was there a person in your career who really made a difference?

#### **Answer:-**

If you can't think of one, you need to get a mentor QUICKLY! Mentors can come in the form of peers, family members, co-workers, management / leaders at a company and so on.

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### **Question # 39**

What challenges are you looking for in this position?

#### **Answer:-**

A typical interview question to determine what you are looking for your in next job, and whether you would be a good fit for the position being hired for, is "What challenges are you looking for in a position In Ercot?" The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job. You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job. You can continue by describing specific examples of challenges you have met and goals you have achieved in the past.

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### **Question # 40**

Why did you choose your major in college or tech school?

#### **Answer:-**

People usually choose their major based on their passions or the career path they want to head towards.

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### **Question # 41**

What type of mentors do you seek out and why?

#### **Answer:-**

Think of your top 3 mentors and what attributes they exhibit that you want to emulate. Common attributes include passion, desire, will, leadership, ability to influence others, intelligence.

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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**

Who was your favorite manager and why?

#### **Answer:-**

Describe the attributes you liked about your favorite manager, typically attributes discussed are: Great at coaching, inspiring, motivating, empowering, trusting, delegating, leading, etc.

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### **Question # 44**

How would you be an asset to us In Ercot?

#### **Answer:-**

Think again about the job specification and the skills needed for this role In Ercot. 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 # 45**

Did you get on well with your last manager?

#### **Answer:-**

A dreaded question for many! When answering this question never give a negative answer. "I did not get on with my manager" or "The management did not run the business well" will show you in a negative light and reduce your chance of a job offer. Answer the question positively, emphasizing that you have been looking for a career progression. Start by telling the interviewer what you gained from your last job In Ercot

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### **Question # 46**

What type of extracurricular activities are you a part of?

#### **Answer:-**

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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### **Question # 47**

How would you estimate the weight of the Chrysler building?

**Answer:-**

This is a process guesstimate where the interviewer wants to know if you know what to ask. First, you would find out the dimensions of the building (height, weight, depth). This will allow you to determine the volume of the building. Does it taper at the top? (Yes.) Then, you need to estimate the composition of the Chrysler building. Is it mostly steel? Concrete? How much would those components weigh per square inch? Remember the extra step: find out whether you're considering the building totally empty or with office furniture, people, etc. If you're including the contents, you might have to add 20 percent or so to the building's weight.

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**Question # 48**

What are your lifelong dreams?

**Answer:-**

If your dreams don't relate to the job closely, make sure you highlight aspects of the job that will help develop the skills that will help you with your dreams. Ideally, you want your dreams to relate strongly to the career path you're interviewing for though.

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**Question # 49**

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 # 50**

How would you motivate your team members to produce the best possible results?

**Answer:-**

Trying to create competitive atmosphere, trying to motivate the team as a whole, organizing team building activities, building good relationships amongst people.

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**Question # 51**

Explain an idea that you have had and have then implemented in practice?

**Answer:-**

Often an interview guide will outline the so-called 'STAR' approach for answering such questions; Structure the answer as a situation, task, action, and result: what the context was, what you needed to achieve, what you did, and what the outcome was as a result of your actions.

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**Question # 52**

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.

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**Question # 53**

What do you expect to be earning in 5 years In Ercot?

**Answer:-**

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.

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**Question # 54**

If I talked to your three biggest fans, who would they be and why?

**Answer:-**

If you can reference three professionals with executive titles (CXO, VP, Director, Manager), that carries a lot of weight. Make sure you highlight how you've helped them achieve their biggest objectives and how that's made them your fan.

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**Question # 55**

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 # 56**

What general trends do you see in our industry?

#### **Answer:-**

Examine what's happened in the industry in the last 5 - 10 years and how it's evolved and then look at what both the company and analysts are saying about the future of that industry in which that company competes in. Read trade magazines / online sources in that industry as well to make sure you stay up to date on trends.

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### **Question # 57**

How would you go about establishing your credibility quickly In Ercot with the team?

#### **Answer:-**

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.

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### **Question # 58**

How would you rate your communication and interpersonal skills for this job In Ercot?

#### **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 # 59**

What are your salary expectations In Ercot?

#### **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 # 60**

What would you like to have accomplished by the end of your career?

#### **Answer:-**

Think of 3 major achievements that you'd like to accomplish in your job when all is said and done - and think BIG. You want to show you expect to be a major contributor at the company. It could be creating a revolutionary new product, it could be implementing a new effective way of marketing, etc.

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### **Question # 61**

Rate yourself on a scale of 10?

#### **Answer:-**

If you truly believe you're a 10, you better be able to explain why with examples / stories. If you believe you're a great contributor and have room to grow, say 8 or 9. If you're below that, explain what you would do to improve yourself to get the ranking you believe you can be.

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### **Question # 62**

What was the most important task you ever had?

#### **Answer:-**

There are two common answers to this question that do little to impress recruiters:

\* 'I got a 2.1'

\* 'I passed my driving test'

No matter how proud you are of these achievements, they don't say anything exciting about you. When you're going for a graduate job, having a degree is hardly going to make you stand out from the crowd and neither is having a driving licence, which is a requirement of many jobs.

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### **Question # 63**

How would you define success?

#### **Answer:-**

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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### **Question # 64**



What would you do if our competitor offered you a position In Ercot?

**Answer:-**

I would weigh the offer and consider it, however, this company and this role is my first choice.

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**Question # 65**

What's your salary history?

**Answer:-**

When you are interviewing for a new job, it is common practice for the company to ask you about your salary history. I typically want to know what the candidate's base salary is, if they receive any bonus, the average bonus amount, and any additional compensation or perks, such as 500k matching, stock grants or stock options, paid time off and how much they are required to pay towards their medical premiums.

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**Question # 66**

Have you got any questions?

**Answer:-**

This is your final opportunity to persuade the interviewer that you are the right candidate for the job. Now is not the time to ask questions about holidays, pay or pensions - all these things can be asked later when you get an offer of employment. Now is the time to ask about any reservations that the interviewer may have about your suitability for the role. You will then give yourself one last chance to persuade the interviewer that you are the right candidate for the job.

Example Thank you. I think we have covered everything. Before we finish the interview I would like to take the opportunity to ask if you have any reservations about my suitability for this role?

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**Question # 67**

What problems have you encountered at work?

**Answer:-**

Wow, do we have problems! Where do I begin? Well, most of the problems are internal, just people not working well with each other. I have one person on our team who is a real problem, but it seems like management is afraid to do anything about it. So we all end up having to do extra work to cover for this person, who just doesn't work. We all say that he's retired in place. I think he's just holding on until retirement in a couple years. But he's a real problem. I complain about it--a lot--but nothing ever seems to get done. I've even written negative reviews about the person, hoping he will get canned, but it doesn't happen. I can't wait for him to retire.

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**Question # 68**

Do you have good computer skills?

**Answer:-**

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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**Question # 69**

How do you ensure all of your work gets accomplished in a productive manner?

**Answer:-**

The key is to prioritize what's important in your work and to stay organized to accomplish the tasks. A strong work ethic also helps.

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**Question # 70**

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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**Question # 71**

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 # 72**

What would your first 30, 60, or 90 days look like in this role In Ercot?

**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 # 73**

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 # 74**

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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