

File Clerk Interview Questions And Answers Guide.



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File Clerk Job Interview Preparation Guide.

Question # 1

Tell me what are the different areas a clerk can work?

Answer:-

A clerk can work in various sectors as

- * Medical Clerk
- * Corporate Clerk
- * Legal Jurisdiction Clerk
- * Parish Clerk
- * Revenue Audit Clerk
- * Accounting Clerk
- * Admin Clerk
- * College and University Clerk, etc.

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Question # 2

Tell me what is a good typing speed for an office clerk?

Answer:-

For an office clerk anything between 50- 60 words per minute are perfect with high accuracy level.

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Question # 3

Tell me how do you keep your daily schedule organized?

Answer:-

I prioritize my tasks at the beginning of each day to ensure the most important items get done as soon as possible. I am efficient and skilled at multi tasking so I can work on several projects simultaneously with no complications. Lastly, I maintain a strict filing system so I can easily retrieve things and always know where the correct information is located.

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Question # 4

Tell Me About a Problem You Solved at a Past Job?

Answer:-

This one is hard to prepare for directly, but before you head into the interview, make sure you have a mental list of some accomplishments from past jobs. We've noted before the best way to think about responding to these types of questions is by applying the STAR method to formulating your answer:

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Question # 5

Tell me how would you describe (needed file clerk or your) work style?

Answer:-

My work style matching exactly what cashier job requires by: being careful about detail and thorough in completing work tasks, developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done, being reliable, responsible, and dependable, and fulfilling obligations, being pleasant with others on the job and displaying a good-natured, cooperative attitude, being honest and ethical.

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Question # 6

What are your salary expectations as File Clerk?

Answer:-

Many consider this question to be a loaded gun - dangerous in the hands of the inexperienced. Often times, an interviewee will start talking salary before they've had



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an opportunity to illustrate their skill set and value making any sort of leverage valueless. Here, knowledge is power, as salary often comes down to negotiation. Do some research into your industry to establish base rates of pay based on seniority and demand but keep in mind - your employer is hiring you for what they believe you are worth, and how much benefit they feel you will provide.

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Question # 7

What are your strengths as File Clerk?

Answer:-

While this question is an invitation to do some chest pounding, remember to illustrate strengths that will benefit the employer and are relative to the position. For example:

- * being a problem solver
- * being a motivator
- * being a natural leader
- * the ability to perform under pressure
- * a positive attitude
- * loyalty

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Question # 8

Tell us what are the skills required for file clerk employee in order to success in his work?

Answer:-

Understanding written sentences and paragraphs in work related documents, Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times, Talking to others to convey information effectively, Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems, Managing one's own time and the time of others.

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Question # 9

Tell us what are the duties of an office clerk?

Answer:-

The duties of an office clerk includes

- * Count, collect and disburse money, do basic bookkeeping and complete banking transactions
- * Communicate with employees, customer and other individuals to answer questions
- * Explain information and address complaints
- * Answer telephones, direct calls, and note messages
- * File, copy, sort and compile records of office activities, business transactions, and other activities
- * Filing of invoices, contracts, bills, checks and policies
- * Operate office machines like photocopiers, scanners, fax machines, computers, etc.

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Question # 10

Tell me why bookkeeping is so important for any business?

Answer:-

- * Bookkeeping process is a legal requirement
- * It helps to monitor the flow of money inwards and outwards both
- * Helpful in understanding the finance of business

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Question # 11

Tell me what does a revenue audit clerk do?

Answer:-

- * Audit of companies financial report
- * Inspection of account books and accounting systems
- * Preparing detailed reports on audit findings
- * Reporting to management about audit results and asset utilization
- * Review data about capital stock, income, expenditures and capital stock
- * Analyze and reporting annual reports
- * Maintaining audit payroll and personnel records to determine worker's coverage compensation
- * Updating financial report using software system, etc.

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Question # 12

Suppose as a medical records clerk, you will be working with both physical and digital records. What level of experience and exposure do you have to electronic health records software?

Answer:-

Electronic health records, or EHR, are truly becoming the standard way to document medical encounters throughout the medical industry. I discovered this when the medical center at which I last worked was one of the last to transition from paper records to EHR in the surrounding area. Being part of this transition allowed me to get in-depth training in the EHR software that we use. I now have extensive experience creating, updating and correcting errors in the EHR.

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Question # 13

What are your weaknesses as File Clerk?

Answer:-

Another tricky one. The purpose of this question is to see how you view and evaluate yourself.

One the one hand, if you suggest you don't have any weaknesses, your interviewer will almost certainly see you as a lair, egotistical, or both.

Don't fall into the trap of trying to present a positive skill in disguise as a weakness, like "I work too hard" or "I am a perfectionist". Any experienced interviewer will see through this in a heartbeat.

Additionally, revealing that "I'm not really a morning person and have been known to come in late" raises immediate and obvious red flags.

The trick here is to respond realistically by mentioning a small, work related weakness and what you are doing or have done to overcome it.

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Question # 14

What Are Your Strengths and Weaknesses as File Clerk?

Answer:-

The two most dreaded questions in a job interview usually come back-to-back. "What are your strengths?" and "What are your weaknesses?" are difficult to answer. For strengths, pick a skill you have that applies directly the job and use it as your answer. For instance, if you're applying as a file clerk at a hospital, mention that you're very good with details and can keep track of a lot of things at once. Tailor your strength directly to the job description you applied for in the first place.

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Question # 15

Explain me what is the importance of a receptionist if we talk about a customer's overall impression of the company?

Answer:-

I think the receptionist plays a critical role in the customer's perception of the company. I am the first person they encounter so I could make or break the customer's first impression. I possess effective business communication skills and can easily interact with a wide variety of personalities over the phone and in person so I have no doubt that I will represent the company in the best possible manner. It is crucial that the customer experiences great service from the receptionist. Using my pleasant disposition I will see to it that all customers have a positive impression of this company.

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Question # 16

As you know medical records keeping can be quite cumbersome. Many times, hospitals are understaffed. How do you handle extra responsibility on your shoulders?

Answer:-

I believe that extra responsibility only teaches us more skills. And who wouldn't want to acquire more skills? I am perfectly alright with extra work burden now and then.

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Question # 17

Tell us what are the main job duties and responsibilities of file clerk employee?

Answer:-

file clerk responsibilities are to place materials into storage receptacles, such as file cabinets, boxes, bins, or drawers, according to classification and identification information; answer questions about records or files; add new material to file records or create new records as necessary;

perform general office duties such as typing, operating office machines, and sorting mail; eliminate outdated or unnecessary materials, destroying them or transferring them to inactive storage, according to file maintenance guidelines or legal requirements; find and retrieve information from files in response to requests from authorized users; sort or classify information according to guidelines, such as content, purpose, user criteria, or chronological, alphabetical, or numerical order; keep records of materials filed or removed, using logbooks or computers; perform periodic inspections of materials or files to ensure correct placement, legibility, or proper condition; assign and record or stamp identification numbers or codes to index materials for filing; gather materials to be filed from departments or employees;

track materials removed from files to ensure that borrowed files are returned; modify or improve filing systems or implement new filing systems; scan or read incoming materials to determine how and where they should be classified or filed; enter document identification codes into systems in order to determine locations of documents to be retrieved; design forms related to filing systems; retrieve documents stored in microfilm or microfiche and place them in viewers for reading; operate mechanized files that rotate to bring needed records to a particular location.

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Question # 18

Tell me what should be the qualities of filing clerk?

Answer:-

In order to score well in this interview question, an efficient way is to give a list of qualities and skills that are in alignment with the respective position. You can start with:

* First, one must understand the methods required to succeed in this position

* Secondly, indicate that the job will be your #1 priority

* Third, indicate that you understand the importance of working as a team

Remember that regardless of position, self awareness is listed time and again as one of the number one things an employer looks for. Beyond this, staples such as:

* Good communication

* Confidence

* Trustworthiness

* Passion

* Preparedness

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Question # 19



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As you know as a medical records clerk, you will work directly with patients during check-in and intake. How do you professionally work with patients?

Answer:-

I really try to treat patients as I would like to be treated when I go to the doctor. As a receptionist at a previous medical center, I calmly listened to patients to make sure they felt like I cared about what they were saying. After listening to them, I subsequently tried to help them the best that I could within the policies of the facility at which I worked.

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Question # 20

Tell me in your job, you will be handling personal and confidential patient information. What is your previous experience handling confidential information?

Answer:-

In my last job, I worked in a medical facility as a receptionist and helped maintain the health center's patient list and profiles. I was expected to keep those records secure and confidential in a locked cabinet when I was not actively reviewing them. During my two years in that job, I never lost a patient record or put information at risk of being seen by other patrons or staff.

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Question # 21

Tell us what subject knowledge can be additional help for office clerk?

Answer:-

Subject knowledge like

- * Economics and Accounting
- * Mathematics
- * English language
- * Clerical
- * Custom and Accounting

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Question # 22

Explain what are the responsibilities of accounting clerk work?

Answer:-

- * Maintains accounting records
- * Maintains accounting database by entering data into the computer
- * Verifying financial record using software program
- * Determines the value of depreciable assets by help of software program
- * Compares bank statements with general ledger

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Question # 23

Tell us what clerk does in the legal department?

Answer:-

- * Review and file petitions
- * Review of pleading and other documents
- * Scheduling meeting between legal professionals and lawyers
- * Communicate and mediate disputes
- * Filing legal documents
- * Prepare drafts based on arguments or briefs, personal documents, and appeals
- * Preparing affidavits of documents

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Question # 24

As you know errors in the health industry can lead to patient injury or death. How do you plan to minimize errors as a records clerk?

Answer:-

It is always important in a job to understand clearly how to complete tasks correctly, and, more importantly, to understand the magnitude of the effect of your tasks on patients later on. For example, in my previous job at a medical center, I requested extensive training to understand our electronic health records software. This was because I understood that any mistakes could lead to patients getting hurt. After I clearly understood how to create accurate records, I fulfilled my function effectively, and our office had no reports of injury relating to inappropriately documented medical records.

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Question # 25

Please tell us what are some knowledge elements you obtained from your education, training and work experience would support your file clerk career?

Answer:-

The Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology, the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar, principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction, circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming, arithmetic, algebra, geometry, calculus, statistics, and their applications.

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Question # 26

Explain me what do you deem as the most important aspect of working as a medical records clerk?

Answer:-

Confidentiality is the single most important thing that one has to look for out. We as medical records clerks have access to a lot of confidential information and it is our duty to keep it that way - confidential!

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Question # 27

Tell me what is the difference between office clerk and administrative assistant?

Answer:-

* Office clerk: On his part, office clerk has to communicate with all levels of executives and has to work with them. Their duties normally include answering phones, running errands, filing, mailing, typing, maintaining legal paperwork, etc.

* Administrative Assistant: Administrative assistant communicates with the company owner or top level executive. Their roles and responsibilities are much more than an office clerk; they supervise staffs, arrange conferences, review submissions, arrange meetings, etc.

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Question # 28

Explain me what experience do you have maintaining accuracy in data entry?

Answer:-

With data entry, I have always believed that accuracy comes with focus and by double-checking the work before finishing. When I worked as a storeroom attendant at a previous job, I was responsible for maintaining an up-to-date inventory of the supplies and merchandise. This inventory was maintained in a database that required significant data entry when I had to create new supply records and document the numbers and quality of the merchandise. Because I knew of the importance of maintaining accuracy of this inventory, I prided myself in carefully tracking the supplies and double-checking my results.

In rare instances when there was a mistake,

I double-checked my inventory before submitting it to management and corrected the simple errors that could have caused significant problems later on. Additionally, my manager awarded me "Employee of the Month" because of my efforts.

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Question # 29

Explain me what are the skills required by office clerk?

Answer:-

Skill required by office clerk are

- * Active Listening
- * Speaking
- * Writing
- * Understanding working style of office
- * Social perceptiveness
- * Reading comprehension
- * Basic computer skills

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Question # 30

Role-specific File Clerk Job Interview Questions:

Answer:-

- * How will your previous experience help you with this position?
- * Are you familiar with MS Office?
- * What office equipment have you used before?
- * Have you used or created any filing systems?
- * How would you rate your typing skills?
- * How do you ensure accuracy in your data entry?
- * How do you avoid data losses?

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Question # 31

Behavioral File Clerk Job Interview Questions:

Answer:-

- * Describe a typical work week for a file clerk
- * How do you prioritize your tasks?
- * Describe a time you had to deal with strict deadlines. How did you manage to complete tasks on time?
- * This job can be quite repetitive. What motivates you? What could we do to challenge you?
- * As part of your job you will have to handle personal data and sensitive information. How will you ensure their confidentiality?
- * Recall a time you had to deal with a stressful situation. What did you do to remain calm and keep performing?
- * How would you advise us to keep our records more organized and easily accessible?

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Question # 32

Explain me the abilities you have in order to work with us as file clerk?

Answer:-



I have the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations), read and understand information and ideas presented in writing, generate or use different sets of rules for combining or grouping things in different ways, see details at close range (within a few feet of the observer), listen to and understand information and ideas presented through spoken words and sentences.

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Question # 33

Tell us what programs and/or software do you have experience using?

Answer:-

Due to my past experience as a receptionist, I am extremely proficient in the Microsoft Office suite with programs such as Excel, Outlook, Word, etc. I have created numerous presentations using Powerpoint. Also, I am skilled in Adobe Photoshop and InDesign.

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Question # 34

Do you know what does document clerk does?

Answer:-

Document clerk does work like data entry, electronic data processing and drafting. Document clerk maintains office documents and makes sure that it is hand-over to the right person. They also create rough drafts or outlines that they must develop into appropriate reports and help other fellow workers in organizing documents. Office clerk also works with the IT department to facilitate communication between sub-branch and headquarters. Some companies hire office clerk straightaway from the high school while some have bachelor's degree.

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Question # 35

Do you know what does a medical record clerk do?

Answer:-

Medical clerk will check

- * See which patient has an appointment
- * Sending reports of patient to the physician
- * Updating medical records of patient after visit
- * Fixing appointment for the patient's on the phone call
- * Sending medical reports to insurance companies
- * Transcribe medical records into digital form
- * Assisting medical biller in preparing insurance forms
- * Reminding patient for the collection of medical reports

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Question # 36

What do you see yourself doing in five years as File Clerk?

Answer:-

This one is all about job commitment.

Some people make job hopping a career in of itself, and your answer here can be telling. Here, your interviewer is determining if you are:

- * someone who sets goals
- * someone who has a vision
- * someone who is reliable
- * someone who demonstrates commitment
- * someone who is loyal

While no interviewer expects someone to stay at a company forever, try and craft your response in such a way that shows progression in your career, and alignment with the Company's needs and future. Again, self awareness is key - your employer doesn't want to send you down an unwanted path, resulting in wasted time and energy for everyone.

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Question # 37

Can You Talk a Little About Your Work History?

Answer:-

This is one of the most straight-forward questions on the list. The interviewer is likely looking for similarities in your past jobs to the one you're applying for. Sandwiched inside this question might also be another one: "Why did you leave these jobs?"

Answer by running down the basics of your employment history as they apply to the job your interviewing for. Bring up any skills you learned at each of your jobs that directly reflect the bullet points in the original job posting you responded to.

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Question # 38

Explain what is book keeping?

Answer:-

Book keeping is referred to the process of tracking of all the money coming in and going out while handling business process. As an office clerk, you have to arrange the record in chronological order in account books including credit and debit transaction. If you are VAT- registered, you also have to maintain records of VAT.

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Question # 39



File Clerk Interview Questions And Answers

Tell me how can you organize files and documents in the office?

Answer:-

Usually, unwanted paper makes a mess, so before organizing file it is feasible to trash out the unwanted papers.

- * Keep those paper in a separate folder of the file that is of a permanent use like insurance policy, paper regarding taxes, medical records, retirement and investment documents, etc.
- * Manilla folders come handy when it comes to organizing files
- * Organize the paper or bills according to dates
- * On regular basis look into the files to get rid of the bills or document, you might not need any longer
- * Correctly label each file and organize its alphabetical order, for instance, accounting file should be in a folder A likewise your utility bill should be in U folder.

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Question # 40

Tell me how do you handle duplication of patient data?

Answer:-

I receive a lot of data from different avenues for the same patient. Some of it I already have and some of it is new. I make sure that I combine pertinent data from all sources and ensure that any redundancies are removed.

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Question # 41

Explain how office clerk tackle office challenges?

Answer:-

- * Be optimistic: There is always something in the office that you can't do, but with positive mind frame and asking for help from colleagues can resolve your problem.
- * Look for options: It is natural that you might face work-related problem, so keeping option for your ongoing work is always feasible especially when you are handling complicated task
- * Set timeframe: Time management is another skill that the office clerk has to excel in it. A good office clerk should be multi-task and at same time a good time manager.

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Question # 42

Explain what all computer skill can be helpful for office clerk?

Answer:-

Office clerk should know computer skill like

- * Photoshop CS3 or CS4
- * Knowledge of MS word, PowerPoint, Access, Outlook, Excel and PowerPoint
- * AutoCAD for designing or architect office
- * Quickbooks if required

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Question # 43

Tell us why are skills important in a medical records clerk position?

Answer:-

Medical records keeping is all about accuracy and organization. One has to be able to accurately classify, index and store records. A single mistake can lead to major disturbances in the records management system and eventually cause havoc in patient care. One has to be very skilled in handling this work.

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Question # 44

Tell us what filing system you use in the office?

Answer:-

Most of the times expanding files are used for filing in offices. This file allows to expand its size by inserting additional sheets of paper into them. These files are narrow in appearance, but it is possible to expand this file as it uses accordion design.

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Question # 45

Why Do You Want to Work for Us as File Clerk?

Answer:-

This is one of the tougher questions because it's coaching a few different ideas inside it: they want to know how much you know about the company, why you think your skill set would work for the job, and what you think you can bring to the team.

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