

Retention Specialist Interview Questions And Answers Guide.



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Retention Specialist Job Interview Preparation Guide.

Question # 1

Tell me about yourself?

Answer:-

There are some questions that your potential employer aren't allowed to ask (but trust me, they probably want to). For instance, they shouldn't really ask about your family or how far away you live from your potential place of employment. If you can find a way to answer these questions anyway (with the answers they want to hear), that will give them a little added info to help them make the (right) decision!

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Question # 2

How do you believe you would benefit our organization?

Answer:-

This is a great question that provides you the opportunity to put your best foot forward, to tell the interviewer why he or she should consider hiring you for the job. Make sure you're well prepared for this question as you won't likely get a second chance to really shine.

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Question # 3

How do you adapt to new working environments As Retention Specialist?

Answer:-

It's important that you demonstrate that you can adapt to changing environments quickly. You want to stress that you can manage change. The one thing in life that is constant after all, is change.

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Question # 4

What kind of car do you drive?

Answer:-

The only time this might matter is if the job requires a certain type of car because of the responsibilities. For example, if you need to load a lot of construction materials into your car, you'll probably need a truck.

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Question # 5

Tell me about a time you failed?

Answer:-

Everyone has failed, so don't play dumb or claim you've never messed up As Retention Specialist. Think of a time when a work-related situation didn't turn out quite as you had hoped. An interviewer is interested in seeing how you took responsibility for your failure, what you learned from it, and how you would prevent similar failures from happening again.

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Question # 6

What are your thoughts about working from home?

Answer:-

This is a new policy some companies are adopting. If the company you are interviewing for allows for it, then you should be thankful for the flexibility and convenience yet state that working from home is a privilege that you would honor. The key point you want to make is that you would still be able to focus and be just as productive working at home.

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Question # 7



What has been your biggest professional disappointment?

Answer:-

When discussing a professional disappointment, make sure to discuss a scenario you could not control. Be positive about the experience and accept personal responsibility where applicable.

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Question # 8

What is your greatest fear?

Answer:-

We all have fears. It's okay to discuss them. Just don't dive too deeply into them. Discuss how you would work to overcome your fears. You don't want to seem weak. You want to acknowledge it's out there but that you'll be able to work through it.

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Question # 9

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

Answer:-

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

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Question # 10

Who are your heroes?

Answer:-

Have at least one person you consider a hero or role model. Be ready to explain why they are a hero to you and how they've inspired you to be a better person.

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Question # 11

How have you made an impact on your team in the past?

Answer:-

I would explain and show to him or her the best way possible and if they have a better way then I will encourage him or her to let me know then we can see if it works or not As Retention Specialist.

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Question # 12

Where do you see your career in five years As Retention Specialist?

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 Retention Specialist.

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Question # 13

How well do you perform under pressure?

Answer:-

This is a fair question, as potential employers want to know if you're going to be able to get the job done even when things get a little bit stressful. You may say that you thrive under pressure or that you're able to get the job done even when things get a little bit stressful, just make sure to provide some real world examples of your ability to work under pressure in a prior job.

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Question # 14

Tell me about a time you had to fire a friend?

Answer:-

Hopefully you've never had to do this, but if you did, talk about how hard it was personally to fire anyone but that you did it objectively.

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Question # 15

What do you expect from this job As Retention Specialist?

Answer:-

Talk about the potential career development, your career aspirations, your work relationships and the learning you'll receive.

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Question # 16

What are your strengths As Retention Specialist?

**Answer:-**

This is one of the most common questions you will be asked. Give an answer relevant to the skills and qualities relevant to the position you are applying to. The interviewer is trying to find if your strengths match the job. For example, if you are applying for a job As Retention Specialist where accuracy is an important issue, one of your strengths could be that you have an eye for detail. It may useful to find different words to describe similar attributes and qualities in order to avoid repetition.

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Question # 17

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 As Retention Specialist. 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 # 18

How do you prioritize your work?

Answer:-

Depends on the situation... I like to label certain tasks as either A B or C...A being the one that requires immediate attention, and C which are tasks that aren't urgent but eventually need to get done... I like to focus my work As Retention Specialist on the things that need to get done, and done quickly... While balancing the other work alongside our first priorities.

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Question # 19

Tell us about a suggestion you have made that has benefited an organization you've worked for?

Answer:-

This is another opportunity to show the interviewer what you're capable of so make sure to be prepared for this type of question. Have an example ready and make sure its an example of a suggestion you've made that was accepted and that have positive influence. If you can come up with an example that relates to the position you're applying for that would be even better.

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Question # 20

What have you learned from mistakes on the job?

Answer:-

Candidates without specific examples often do not seem credible. However, the example shared should be fairly inconsequential, unintentional, and a learned lesson should be gleaned from it. Moving ahead without group assistance while assigned to a group project meant to be collaborative is a good example.

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Question # 21

If you felt like you were hitting the proverbial "wall" and getting burned out, what would you do to re-energize yourself?

Answer:-

Take a break to rest. Work in smaller increments of time to increase focus with breaks in between. Delegate tasks to those that are willing to help.

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Question # 22

Think about the changes you have seen and tell me how you handle change?

Answer:-

You can cite personal life changes, work place changes, career changes, technology change, industry change. The key is to discuss how seeing or experiencing that change has helped your development. For example, the recent changes in social media has broadened my horizons and helped me learn new forms of efficient marketing.

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Question # 23

What kind of work interests you the most?

Answer:-

You can talk about what you're passionate about. What motivates you. What excites you.

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Question # 24

Your coworker highlights your mistakes in front of everyone, how do you handle the situation?

Answer:-

Admit to the mistake without being emotional, but then discuss how you are being proactive in getting it fixed. Lastly, pull the co-worker aside later on to tell them



that you'd appreciate it if they gave you the feedback 1:1 first before throwing you under the bus.

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Question # 25

Top 12 Stress Based Interview Questions As Retention Specialist:

Answer:-

Some jobs require employees to work under stress, and some interviewers just like to see how applicants handle stressful questions.

There are many questions designed for putting the interviewee into an awkward situation, or throwing them off, to see how they do under stress. Here are some samples.

1. How do you feel this interview is going As Retention Specialist?
2. How would you handle undeserved criticism from a superior?
3. How many other jobs are you applying for?
4. What would you do if you saw a colleague stealing supplies or equipment?
5. What did you do when you had a boss you didn't get along with?
6. What would you do if a colleague took credit for your idea, and got a promotion?
7. Was the stress of your previous job too much for you?
8. What would you do if a colleague admitted to lying on their resume to get the job?
9. What would you do if a customer verbally insulted you in front of co-workers?
10. What would you change about the design of a baseball hat?
11. Why were you fired from your previous job As Retention Specialist?
12. How successful do you think you've been so far?

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Question # 26

Describe your work style?

Answer:-

Describe the positive aspects of your work style if possible, including: work ethic, attention to detail, interpersonal skills, skill sets (analytical or otherwise), leadership abilities, communication skills.

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Question # 27

Why are manhole covers round?

Answer:-

This is a classic brainteaser, which was reportedly first asked by a Microsoft interviewer. Here's how to ""solve"" this brainteaser (remember to speak and reason out loud while solving this brainteaser): Why are manhole covers round? Could there be a structural reason? Why aren't manhole covers square? It would make it harder to fit with a cover. You'd have to rotate it exactly the right way.

The pipes below are also round, so fitting them might be easier, as might be making them. So many manhole covers are round because they don't need to be rotated. There are no corners to deal with. Also, a round manhole cover won't fall into a hole because it was rotated the wrong way, so it's safer. Looking at this, it seems corners are a problem. You can't cut yourself on a round manhole cover. And because it's round, it can be more easily transported. One person can roll it.

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Question # 28

What are the qualities of a good leader As Retention Specialist? A bad leader?

Answer:-

A good leader provides constructive criticism, motivates and inspires, coaches the mentee to be successful with their set of skills, and encourages them to push themselves. A bad leader only cares about his/her own interests and does not look out for the success of his/her staff.

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Question # 29

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

Answer:-

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

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Question # 30

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 # 31

What classes did you enjoy most in college and why?

Answer:-

Think back to the classes that either resonated with your passion or truly helped you to develop skills that you believe will help you in your career. Talk about those.



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Question # 32

Tell me about the last time you missed a goal or deadline?

Answer:-

Unless you're a completely perfect person, chances are you've messed up before on a goal/deadline. If so, discuss how you fell short and what you would have done in retrospect to achieve it.

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Question # 33

Do you work well on a team? How would you define teamwork?

Answer:-

I would define team work as getting the job done As Retention Specialist whether that means if I have to do more then the guy next to me as long as the work gets finished.

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Question # 34

Why do you want to work in this industry As Retention Specialist?

Answer:-

Make sure you research the industry first. Then find at least 3 core things about that industry that you're passionate about (for example: how their solutions impact clients, their culture, the leadership, etc)

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Question # 35

Describe a time where you've failed and bounced back?

Answer:-

Share a story to describe this. For example: "I accidentally made the mistake of telling a customer I could deliver on a solution set on a certain date and then later found out our business partner couldn't do it on that time. I learned that I shouldn't rush into important decisions and promises like this and that I should always check with my counterparts first before committing to a statement of work."

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Question # 36

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 # 37

How do you handle repetitive tasks?

Answer:-

Some people enjoy it, others don't. Which are you? If you don't like it, can you at least do it well? And if you don't like it, be ready to explain why in a positive way (i.e. your potential is to do much more than simply be repetitive)

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Question # 38

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

Answer:-

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

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Question # 39

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 # 40

Did you get on well with your last manager?



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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 As Retention Specialist

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Question # 41

How do you define arrogance? Are you arrogant?

Answer:-

Arrogance is having an attitude of superiority beyond reason. Confidence is believing in yourself without being cocky. You should not be arrogant.

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Question # 42

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

Answer:-

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

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Question # 43

What was the most difficult employee situation you found yourself As Retention Specialist? 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 # 44

How many basketballs would fit in this room?

Answer:-

One. You did not ask what is the maximum number of basketballs you can fit in the room.

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Question # 45

Did the salary we offer attract you to this job?

Answer:-

The interviewer could be asking you this question for a number of reasons. Obviously, the salary is an important factor to your interest in this job, but it should not be the overriding reason for your interest. A good answer to this question is, "The salary was very attractive, but the job itself is what was most attractive to me."

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Question # 46

If you have seven white socks and nine black socks in a drawer, how many socks do you have to pull out blindly in order to ensure that you have a matching pair?

Answer:-

if the first one is one color (say, white), and the second one is the other color (black), then the third one, no matter what the color, will make a matching pair. (Sometimes you're not supposed to think that hard.)

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Question # 47

How do you feel about giving back to the community?

Answer:-

Describe your charitable activities to showcase that community work is important to you. If you haven't done one yet, go to www.globalguideline.com - charitable work is a great way to learn about other people and it's an important part of society - GET INVOLVED!

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Question # 48

What makes you a good manager?

Answer:-

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

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Question # 49

If you were an animal, which one would you want to be?

Answer:-



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Seemingly random personality-test type questions like these come up in interviews generally because hiring managers want to see how you can think on your feet. There's no wrong answer here, but you'll immediately gain bonus points if your answer helps you share your strengths or personality or connect with the hiring manager. Pro tip: Come up with a stalling tactic to buy yourself some thinking time, such as saying, "Now, that is a great question. I think I would have to say..." "

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Question # 50

How do you continue learning on a daily basis? Why is continuous improvement necessary As Retention Specialist?

Answer:-

You can learn on the job, through books and magazines, through social networks, blogs, seminars, mentors and so on. Continuous improvement is important because the one thing in life that is constant is change. And you have to continue to push yourself day in and day out to be the best.

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Question # 51

Describe to me the position As Retention Specialist 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 # 52

Describe a typical work week for this position As Retention Specialist?

Answer:-

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position As Retention Specialist you are applying for and how your current or past positions relate to it. The more you can connect your past experience with the job opening, the more successful you will be at answering the questions.

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Question # 53

Why do you want to work As Retention Specialist 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 # 54

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 # 55

Why should we hire you as this position As Retention Specialist?

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 # 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

Explain me about your experience working in this field As Retention Specialist?

Answer:-

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.



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Question # 58

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 # 59

What would you do if our competitor offered you a position As Retention Specialist?

Answer:-

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

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Question # 60

How do you think I rate as an interviewer?

Answer:-

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day.

I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

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Question # 61

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 # 62

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 # 63

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 # 64

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 # 65

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 # 66

If I were to give you this salary you requested but let you write your job description for the next year, what would it say?

Answer:-

It should say the same thing - after all - if you think this salary is fair then it should suit the responsibilities!



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Question # 67

How do you decide what to delegate and to whom?

Answer:-

Identify the strengths of your team members and their availability based on the priorities they have on their plate. From there, invest the tasks upon each member based on where you think you'll get the best return.

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Question # 68

Where do you see yourself professionally five years from now As Retention Specialist?

Answer:-

Demonstrate both loyalty and ambition in the answer to this question. After sharing your personal ambition, it may be a good time to ask the interviewer if your ambitions match those of the company.

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Question # 69

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

Answer:-

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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Question # 70

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 # 71

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

Answer:-

Start by explaining what you'd need to do to get ramped up. What information would you need? What parts of the company would you need to familiarize yourself with? What other employees would you want to sit down with? Next, choose a couple of areas where you think you can make meaningful contributions right away. (e.g., "I think a great starter project would be diving into your email marketing campaigns and setting up a tracking system for them.") Sure, if you get the job, you (or your new employer) might decide there's a better starting place, but having an answer prepared will show the interviewer where you can add immediate impact-and that you're excited to get started.

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Question # 72

How would you go about establishing your credibility quickly As Retention Specialist 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 # 73

What types of personalities do you work with best?

Answer:-

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

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Question # 74

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

Answer:-

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

Answering in terms of "I plan on continuing my studies in the technology field," when offered a question from a technology firm makes sense. Tailor answers about



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continued studies specific to desired job fields. Show interest in the industry and a desire to work long-term in said industry. Keep answers short and to the point, avoiding diatribes causing candidates to appear insincere.

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Question # 75

How do you handle stressful situations?

Answer:-

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

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Question # 76

What is your greatest weakness As Retention Specialist? What are you doing to improve it?

Answer:-

I believe my biggest weakness As Retention Specialist 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 # 77

What are your salary expectations As Retention Specialist?

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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