Vervoe Interview Guide
Data Entry Clerk

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW	
Assessment Skills	Time management, Attention to detail	Communication,

Competency/Skill	Candidate with this will display
Data Entry Skills	- Ability to work with repetitive tasks and maintain focus - Fast worker who can meet tight deadlines without jeopardising accuracy in their work
Questions	
	When you have to manage a large set of data and documents in a small space of time, how do you prioritise which to do first?
	How do you maintain your motivation with repetitive work?
	What software do you find most useful in your work?
Comments	

Competency/Skill	Candidate with this will display
Attention to Detail	• Meticulous attention to detail to easily decipher complex information • High accuracy in typing • Strong attention to punctuation, spelling and grammar • Can easily identify inconsistencies in data

Questions	
	What quality checks do you have for your work?
	Describe a time where you have identified inaccuracy in yours or someone else's work.
	If you were training a new staff member and you could provide them with one tip for ensuring attention to detail in their work, what would it be?

Comments

Competency/Skill	Candidate with this will display
Communication skills	• Excellent written and verbal communication skills • High degree of English language, spelling and punctuation • Professional written and phone manner

Questions	
	Provide an example of when you change your communication style depending on the receiver.
	Describe a time where your communication has been misinterpreted. How did you rectify this?
	What is your preferred method of communication? Why?

Comments

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Competency/Skill	Candidate with this will display
Time Management	• Can adhere to strict timelines with efficiency • Prioritises work to meet demands • Fast worker who can meet tight deadlines without jeopardising accuracy in their work
Questions	
	Have you ever missed a deadline in your work? What was the situation and what did you learn?
	How do you keep yourself on track of projects that have strict deadlines?
	Describe the hardest deadline you've had to meet. When do you work the best? How do you split your work to play to your strengths in this area?
Comments	

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