

Collections Agent

This interview guide is intended to be used in conjunction with the Verveo 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	Collections Agent, Resilience, Customer Empathy, Communication

Competency/Skill	Candidate with this will display
Collections Agent	<ul style="list-style-type: none"> No experience necessary It is an inherent people-person who has the ability to regulate their emotions when managing highly stressful situations Confident in phone based positions Understands the tough nature of collections agent role
Questions	
	What measures do you have in place in your life to ensure stressful situations at work don't impact you outside of work?
	What do you think the biggest challenge of a collections agent is? How will you overcome this?
	Why do you want to be a collections agent?
Comments	

Competency/Skill	Candidate with this will display
Resilience	<ul style="list-style-type: none"> Has the ability to manage high volume of customers with emotional situations Doesn't allow stresses of the job to negatively impact them personally Has protective mechanisms in place to ensure they are not adversely impacted by demands of the role
Questions	
	How would you handle a role where everyday you are dealing with emotional callers. Have you been in a similar situation previously?
	Describe a previous situation where you have had to manage one negative situation after another. How did you handle this?
Comments	

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Competency/Skill	Candidate with this will display
Customer Empathy	<ul style="list-style-type: none">• Understands customers will be highly emotional, stressed and angry and displays empathy towards them while continuing to provide relevant and important information• Builds rapport with customers on the phone even through tough conversations

Questions

	Describe a situation where you have had to deal with a highly stressful individual and had to regulate your own emotions. How did you do this?
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	How would you build rapport with customers who are highly emotional?
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	How do you think you will display customer empathy while maintaining a professional demeanour in this role?
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Comments

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Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none">• Confident in having tough conversations with customers on every call• Doesn't allow their own emotion to impact communication style• Clear, concise and transparent in their communication

Questions

	How do you ensure your communication is clear and concise when the person on the receiving end is emotional and potentially not listening. Do you have previous examples?
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	Describe a time where you have had a tough conversation with a customer or other stakeholder.
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	Describe a time where you have failed to communicate effectively. What was the situation and how did you rectify this?
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Comments

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