

Customer Support Representative Sample Project

Customer Support

▶ Candidate Work Style

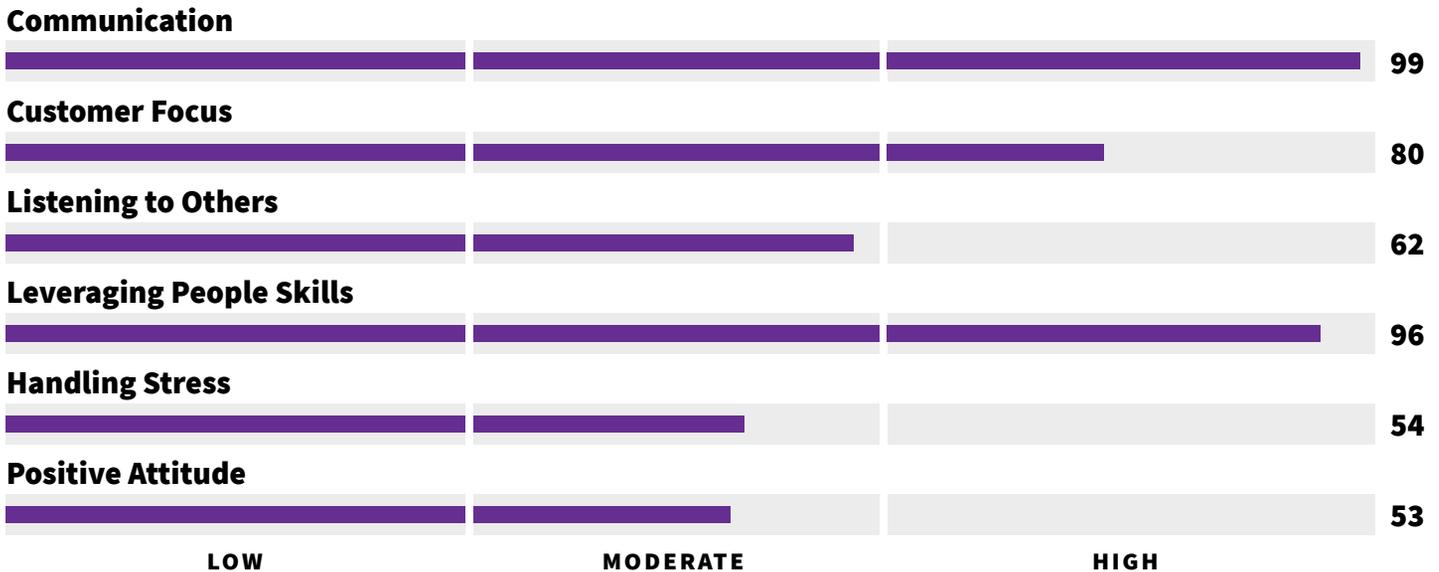
They should be dependable and hardworking. In addition, they may not appear interested in learning new skills. This candidate will tend to be pleasant and engaging dealing with others.

▶ Customer Support Overall Score



This candidate is a good fit for this job. They should quickly take charge of unstructured interactions and give them direction. They seem to be mature and self-controlled and should consistently behave in a socially appropriate manner. They will be able to engage others constructively and build strong relationships. When stressed, the candidate will manage their own emotions maturely. Finally, they should learn the job quickly and then stay up to date.

▶ Customer Support Competencies





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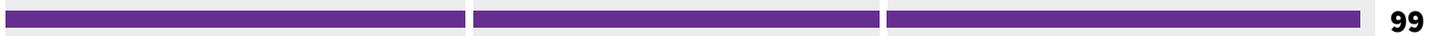
Sam Poole 

▶ People With Similar Scores

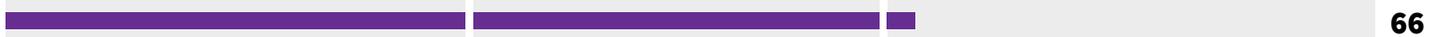
- Expect to succeed many things
- Are nervous in front of larger groups
- Admit to minor faults and shortcomings
- Are pleasant and easy-going
- Seem risk-averse and overly careful under pressure
- Rarely think about past mistakes
- Appear driven to win
- Want to take charge and get things organized

Additional Competencies

Business Insight



Dependability



LOW

MODERATE

HIGH

▶ Interview Questions

- Describe a time where you went above and beyond requirements or expectations for a co-worker or client. What actions did you take and what was the result?
- Describe your communication style. Do you prefer communicating in email/text, over the phone, or by video/in-person? Why?
- Recall an instance when you interacted with a customer or co-worker that was upset, angry, or in a negative mood. How did you handle the situation?
- Think back to a time when you were under time pressure or were otherwise dealing with a stressful work situation. How did you respond and what was the outcome?
- Describe your interpersonal style. What are you like in most social situations?
- Recall a time where you had an initial misunderstanding with a customer or coworker. How did you handle the situation and what was the result?