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Debt Collector Interview Questions

1. Why do you want to work as a Debt Collector?
2. How do you imagine a typical day in work as a debt collector?
3. You call to a debtor who has missed four payments in a row. They start talking about their difficulties and get emotional. How will you react?
4. You are calling to the debtor, and sending them text messages. But they are not answering. What will you do in this situation?
5. How do you feel about working with certain targets each month, such as number of debts or debt volume you should collect?
6. This job can be quite stressful. Some people may be offensive, or even aggressive. How do you plan to deal with that?
7. Some people may feel bad about working as debt collectors. How do you look on your future job?
8. Are there any things you should avoid mentioning when talking to a debtor?
9. One of our clients has a great record with the company. They were with us for over three years and always paid on time. Now, however, they missed three payments in a row. Will you approach them as you'd approach any other debtor, or will you opt for an individual approach to this client?
10. In your opinion, what role does reporting and monitoring play in a job of a debt collector?
11. What motivates you the most in this type of work?
12. Tell us about a time when you struggled to communicate something to someone (perhaps because they didn't like what they were listening to). How did you eventually manage to get your message over?
13. Tell us about the last time when you had to apologize to someone.
14. What does integrity mean to you?
15. What are your salary expectations?

Source & answers to the questions: <https://interviewpenguin.com/debt-collector-interview/>