

Employer Tool:

Interview Questions




Below are sample questions that can be raised during the account manager interviews. Make sure prospective account managers understand the initiatives and expectations outlined in the Statement of Work (SOW) and Service Level Agreements (SLAs), and see what questions, concerns or suggestions they may have.⁷ Use these interviews as an opportunity to educate the candidates on the company's business strategy, benefits and workforce strategy, global initiatives, and company culture and values.

Local Market

- How would you address an issue that the company has struggled with? (Make sure to use real world examples at a global level, regional level and local level.)
- What are upcoming regulatory changes that will impact your company's efforts? How should those changes be addressed?
- What will you do ensure that local country brokers are aligned with the company's strategy and expectations and that it is reflected in the recommendations they make?

Project / Program Management

- How would you go about connecting the dots and identifying the interrelationships and interdependencies to ensure that all stakeholders are aligned?¹⁰
- When you are working on a project as a broker, how do you go about identifying the relevant stakeholders across your organization as well as your client's organization?¹¹
- How do you describe your ability to manage multiple priorities and keep to deadline on large volumes of activity?
- What is your approach to overseeing the annual renewal/remarketing process to ensure that all parties know their role and meet expectations for quality and timeliness?
- What would you describe as the attributes of a successful Account Manager, and how do you represent those?
- The company wants to see proactivity with its account manager. Describe for me how you see your role in relation to being proactive and describe scenarios where you have been proactive for your other clients.

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- What do you see as some potential challenges we could have with our current approach / strategy / implementation of the new global initiative and what would you suggest?

Communications and Reporting

- Describe your communication style.
- When a problem arises, how do you address it? When do you raise the issue with the client?
- What is your process for overseeing reporting and maintenance efforts (e.g., benefits inventory database updates, strategic initiative reporting)?