

Anticipating Interview Questions

5 DECEMBER 2014



Preparation helps

You cannot anticipate every question you get asked

Preparation should make some answers easier and hopefully better

Some questions are fairly standard and you should have thought about the answers

Research into the company is essential

- Read the website, look for news

From the job description you can predict and prepare for some specific questions

A typical Job Description

What does it say and what can you get out of it

Look at the different sections

Pick out important points

Think about what they may mean in practice

Taken from

<http://www.cambridgenetwork.co.uk/recruitment-gateway/permanent/39301/?&keyword=accounts>

Do you want to join a dynamic, passionate and agile Company that focuses on developing cutting-edge online payment solutions?

If so, then don't miss out on your chance to join Optimal Payments Limited, a leading global provider of online payment solutions!

Merchants use the NETBANX® processing service, trusted by businesses and consumers in over 200 countries to move and manage billions of dollars each year, to simplify how they accept and settle credit card, direct-from-bank, and cash payments; and the NETELLER® payment account to increase margins, capture new customers and increase their lifetime value. Being an independent provider has allowed the Company to support tens-of-thousands of merchants around the globe across a wide range of industries.

Optimal Payments is currently searching for a Reconciliation Agent.

Responsibilities:

- Responsible for reconciliations of card transactions issued by Optimal Payments Limited
- Reconciliation of merchant accounts on various issuing platforms
- Reconciliation of bank accounts related to the issuing /acquiring business
- Preparing the entries and imports for Navision
- Preparing settlement advices reconciliations
- Entering payments in settlement to various providers including MasterCard, Visa etc.
- Chargeback reconciliations
- Working with other departments in order to investigate discrepancies
- Entering new direct debit mandates into the OPL internal systems
- Inputting the direct debit collection batch to the bank system
- Liaising with the customer services department in resolving any issues regarding any Direct debit rejections
- Liaising with the operation team to ensure that payments received are allocated to the customer accounts correctly and promptly
- Assisting with month end duties
- Provide backup for holiday and sick day of other team members
- Ad hoc tasks

Core technical skills:

- Good communication skills
- Highly Computer literate
- Good knowledge of MS Office, especially Excel and Word

Desirable technical skills:

- Previous reconciliations or credit control experience is preferable

Education and Qualifications:

- In the process of achieving the AAT qualification or any equivalent qualifications

With offices in Canada, the UK and Bulgaria, Optimal Payments offers individuals an opportunity to join a fast-moving global company with energy, passion and drive, committed to developing world-class online financial solutions.

We take pride in our employees and offer excellent remuneration and benefits, as well as a positive, rewarding and fun work environment.

Are you ready to take your career to the next level? Join our team that is inspired by a unified vision and propelled by passion.

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Introduction section



Reconciliations Agent

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Reconciliations Agent

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How do they see themselves?

- Dynamic, Agile, Passionate, Cutting edge
- So they want people to display these characteristics

What is their product?

- NETBANX, NETELLER
- Need to have had a look and be ready to talk about them

What is the job?

- Reconciliation agent
- Will need to show experience of doing reconciliation

Responsibilities

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This list is longer than average

- Lists a lot of specific tasks mostly to do with reconciliation
- Should be able to talk about these areas

Mentions specific software system

- Navision
- Do you know this system if not find out what it is similar to

Liaison with ...

- Should expect questions about how you have worked with other departments in the past

Holiday backup and Ad hoc tasks

- Will probably need to give examples of working flexibly

Skills

Core technical skills:

- Good communication skills
- Highly Computer literate
- Good knowledge of MS Office, especially Excel and Word

Desirable technical skills:

- Previous reconciliations or credit control experience is preferable

A pretty basic list

- Looking for someone familiar with computers
- Would need to be able to talk about how you have used computers in the past

Note the reconciliations experience is not mandatory

- Similar experience would be relevant

Education

Education and Qualifications:

- In the process of achieving the AAT qualification or any equivalent qualifications

Working to AAT qualification

- Need to know what AAT is
- Be ready to talk about what you are doing towards it

Other

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Different countries

- Canada UK and Bulgaria
- Where is the HQ? Have you any experience in the countries
- Do you have relevant languages

Money

- Described as excellent
- Expect to be asked about how hard you will work and what your level of commitment will be

How Job Descriptions are Created

Generally written by someone in Human Resources

- Majority are **not** written by a hiring manager with specific things they are looking for
- Typically HR will use a template with standard language for all of their job descriptions
- Verbiage describing the company, their culture, the kind of people they generally like to hire (self-starters, strong communicators, team player, people that work hard and play hard, strong written communication skills, etc.) are commonly copied into all job descriptions
- Will then add some specific information from the hiring manager or HRs understanding of the role
- May be reviewed by the hiring manager who will look for the key bits that matter to them

Picking out the important bits

Weed out the template parts

- Look for multiple job postings from that company for different jobs and find the bits with identical or similar wording
- It is likely that the main decision makers will not pay much attention to these
- However HR may ask about your attitude to what they have portrayed as the company culture

Focus on the requirements

- More often than not, a hiring manager will have primarily communicated the essential requirements of the position that they want in the job description
- This is the area that will provide the most relevant insight to the role and what they are looking for.
- It's not unusual for a hiring manager not to take the time to write a detailed description of a position, however, they will communicate the 3 or 4 things that they want to see from candidates
- Those points generally get listed as the first few items in the requirements list

Don't forget the Common questions

See the presentation on interview questions for more, but you are very likely to get one or two of these

- What do you know about our organisation?
- Why do you want to do this job?
- Why do you want to work for us?
- Which aspects of the job interest you most?
- What do you think will be the main challenges of this job?
- What are you doing at the moment? / Why do you want to leave you current job?