

COMMON CX INTERVIEW QUESTIONS

Everyone gets nervous when attending a job interview. The best way to avoid nerves is to prepare in advance and practice answering questions.

CX is a busy and varied role, and so at interview there are a wide range of questions that you may be asked.

The best way to prepare is to anticipate some of the questions that might be asked during the interview, and practice ways in which you can answer them. Some questions will be based around what your strengths or weaknesses are, but others can be trickier to answer.



Below are some common questions that may be asked. Think about how you would best answer each of these in a way that is authentic to you and relevant to the role and the organisation you are being interviewed by.

- How do you define success in your role?
- Where do you see this opportunity fitting in with your longer-term career goals?
- What does CX mean to you?
- Where do you see the role of CX starting and stopping in an organisation?
- Tell us about a time where you were able to persevere through setbacks and overcome obstacles to deliver outstanding results.
- Describe a time when you provided feedback on an existing process or project. How did you communicate it and what was the outcome?
- Tell us about a time when you improved a process by creating across-functional team. What was the problem and the resolution?
- Describe a complex project that you were assigned to. What approach did you take to complete it and what was the outcome?