



Interviewing at MEM

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MEM Insurance is on a mission to make workplaces safer and stronger through innovative workers' compensation solutions. We partner with businesses to provide comprehensive coverage, proactive safety resources, and personalized support that helps employers protect their teams and thrive.

When you join MEM, you become part of a team that values collaboration, integrity, and continuous improvement. Our employees are empowered with the tools and flexibility they need to grow professionally and make a meaningful impact in the lives of our customers.

Headquartered in Columbia, Missouri, MEM serves policyholders across multiple states and continues to expand its reach. We have a commitment to service for over 13,582 businesses and more than 215,000 lives across our policyholder base.

MEM has earned recognition for its workplace culture and dedication to employee well-being, including awards for excellence in customer service and employee engagement.

# Our Values

Because everyone deserves safe, healthy, and strong workplaces, we work hard every day to ensure injuries don't happen and we provide exceptional care when they do through our industry-leading workers compensation coverage, personalized and attentive claims care, and preventative safety services that keep businesses going strong so that one day, every workplace can be safe, healthy and injury-free.

## **Safety.**

We prioritize safety so everyone can feel secure in the workplace.

## **Integrity.**

We are transparent and do the right thing — always.

## **Compassion.**

We empathize with others and act with genuine care.

## **Service.**

We are driven to help people.

## **Excellence.**

We are experts, but always striving to be better.

# Structured Interviewing

At MEM Insurance, our hiring process is designed to be fair, consistent, and competency-based. By following a structured interview framework, we make data-driven, informed hiring decisions rather than emotion. Those 'gut feelings' that don't always lead to selecting the right candidate.

Structured interviews benefit candidates in a few key ways:

- Candidates are assessed based on skills and qualities as they relate to the core objectives of the role.
- Candidates are asked the same questions and assessed using the same criteria, making the hiring process more intentional and more fair.
- Structured interviews are more deliberate and outcome-oriented, which maximizes the time a candidate has with the hiring team.



# Interview Process Overview

What happens after you apply?

The following slides will help you know what to expect. Because MEM is a remote-first company, all interviews will be completed virtually. The order of interviews may vary depending on the position.

# Interview Process

## 1) Application

Open roles at MEM Insurance can be found at [MEM Careers](#).

If you seem like a good fit for the role, a recruiter from MEM will reach out to schedule a screening interview.

## 2) Video Interviews

The formal interview structure typically begins with a one-on-one virtual interview with the hiring manager. Additional interviews beyond that are either a panel interview or one-on-one with a senior leader, or sometimes both.

## 3) Assessments

To help us learn more about you, we will ask you to take a series of assessments between your first and second interview. These assessments can take anywhere from 2 to 4 hours to complete and can be done from the comfort of your home via a link provided by the recruiter.

## 4) Notification

After completing the process, the hiring manager will then make a final decision based on the hiring team's feedback.

Regardless of the decision, the recruiter will reach out to you by phone or email. Next steps could be scheduling a meet-and-greet, not proceeding with your candidacy, or extending an offer.

*Note: Assessments are a good way for hiring teams to learn more about candidates' professional experience, problem-solving abilities, creativity, and other skills. Any case studies asked of a candidate will not be "real work", meaning any work that we ask a candidate to complete will either be fictitious or a problem we have already solved, so it's truly assessing the skill of the candidates.*



# Interview Tips

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## Take a breath

Interviews can be nerve-racking, and we understand that. It's okay to pause and think.

## Learn about MEM

Get familiar with our mission, values, and services before your first call. Here are some places to start:

- [MEM's Website](#)
- [Our LinkedIn](#)
- [Instagram](#)

## Check your settings

Ensure your tech works before the call.

## Body language

Be present and engaged on camera.

## Give yourself grace

Remember to be kind to yourself and confident in your abilities.

# Using the STAR Method

During the second interview, you can expect to be asked behavioral interview questions. Try to answer with specific examples that highlight your skills and are relevant to the role. Utilizing the STAR Method will help provide an organized way to tell a story:

- ***Situation:*** Set the scene and give the necessary details of your example.
- ***Task:*** Describe what your responsibility was in that situation.
- ***Action:*** Explain exactly what steps you took to address it.
- ***Result:*** Share what outcomes your actions achieved.

# Not Selected? What to Expect

## Application Stage

- You will get an email from a no-reply email. Given the thousands of applicants we receive each year, we cannot offer additional feedback.

## Phone Screen Stage

- You will get an email from the recruiter's email once the decision has been made to not move forward.

## Face-to-Face Stage

- You will get an email from the recruiter's email with details on why you didn't move forward. You may be offered a feedback phone call as well if we feel there is more feedback we can provide.

*Work with confidence.*

