

## Mailmaster Interview Questions

1. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.

2. What kind of experience do you have maneuvering trucks into loading or unloading positions, following signals from loading crew and checking that vehicle and loading equipment are properly positioned?

3. Tell me how you plan or adjust routes based on changing conditions, using computer equipment, global positioning systems (GPS) equipment, or other navigation devices to minimize fuel consumption and carbon emissions.

4. Tell me about a recent experience you've had working with your hands.

5. Share an experience when you applied new technology or information in your job. How did it help your company?

6. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

7. Share an experience you had in dealing with a difficult person and how you handled the situation.

8. What system do you have in place to ensure that mechanical, safety, and emergency equipment is in good working order?

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. Describe your approach to collect delivery instructions from appropriate sources, verifying instructions and routes.

11. What system have you found helpful to maintain logs of working hours or of vehicle service or repair status, following applicable state and federal regulations?

12. What kind of experience do you have driving trucks with capacities greater than 3 tons, including tractor-trailer combinations, to transport and deliver products, livestock, or other materials?

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13. How often do you have to report vehicle defects, accidents, traffic violations, or damage to the vehicles? Share an example.

14. How do you make sure you are following appropriate safety procedures for transporting dangerous goods?

15. Describe your method to do inventory and inspect goods to be moved to determine quantities and conditions.

16. Share an experience in which you've successfully learned how to handle a new piece of equipment?

17. Name a time when your patience was tested. How did you keep your emotions in check?

18. Are you familiar with equipment, such as truck cab computers, CB radios, and telephones, to exchange necessary information with bases, supervisors, or other drivers?

19. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

20. How do you remind yourself to check conditions of trailers after contents have been unloaded to ensure that there has been no damage?

21. Provide an example when your ethics were tested.

22. Walk me through how you check all load-related documentation to ensure that it is complete and accurate.

23. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

24. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

25. Describe methods you have found effective to follow special cargo-related procedures, such as checking refrigeration systems for frozen foods or providing food or water for livestock.

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26. Provide a time when you dealt calmly and effectively with a high-stress situation.

27. Describe an experience when you loaded and unloaded trucks, or helped others with loading and unloading, operating any special loading-related equipment on vehicles and using other equipment as necessary.

28. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

29. Name a time when you performed emergency roadside repairs, such as changing tires or installing light bulbs, tire chains, or spark plugs.

30. Why is it important to collaborate with other drivers as part of a driving team on some trips? Share an example.

31. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

32. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

33. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

34. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

35. Give me an example of when you thought outside of the box. How did it help your employer?

36. Tell me about your last experience doing repair work. How did you determine what tools you needed?

37. Please share an experience in which you presented to a group. What was the situation and how did it go?

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38. Share an experience in which your willingness to lead or offer an opinion helped your company.

39. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

40. What do you know about operating idle reduction systems or auxiliary power systems to generate power from alternative sources, such as fuel cells, to reduce idling time, to heat or cool truck cabins, or to provide power for other equipment?

41. Share an example when you drove electric or hybrid-electric powered trucks or alternative fuel-powered trucks to transport and deliver products, livestock, or other materials.

42. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.