

## Dispatcher Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Tell me about a recent experience you've had working with your hands.
3. Share an experience in which you prepared documents to route materials.
4. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
5. How do you stay fit in order to perform physical activities that are required in the workplace?
6. Tell me how you organize, plan, and prioritize your work.
7. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
10. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
11. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
12. 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.)
13. Provide an example when your ethics were tested.
14. Share an experience in which you conferred with establishment representatives to effectively resolve a

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problem.

15. What factors do you consider when determining shipping methods for materials? Share an experience.

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

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

18. Provide an experience in which you effectively kept inventory of stock.

19. 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.)

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

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

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

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

24. Provide an example of when you were persistent in the face of obstacles.

25. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

26. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

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

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

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

30. Name a time when your creativity or alternative thinking solved a problem in your workplace.

31. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

32. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

33. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

34. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

35. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

36. Share an experience in which you determined a shipping route or method with the least environmental impact.

37. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

38. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

39. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was

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the impact?

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

41. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

42. 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.)

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

44. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

45. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

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

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