

## Stoker Installer Interview Questions

1. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.
2. What kind of experience do you have repairing or servicing heating, ventilating, and air conditioning (HVAC) systems to improve efficiency, such as by changing filters, cleaning ducts, or refilling non-toxic refrigerants?
3. Describe an effective method to install and test automatic, programmable, or wireless thermostats in residential or commercial buildings to minimize energy usage for heating or cooling.
4. What have you found to be the best way to install dehumidifiers or related equipment for spaces that require cool, dry air to operate efficiently, such as computer rooms?
5. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.
6. Tell me about a recent experience you've had working with your hands.
7. Share an experience when you applied new technology or information in your job. How did it help your company?
8. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
9. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
10. Tell me about your last experience doing repair work. How did you determine what tools you needed?
11. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
12. Share an experience you had in dealing with a difficult person and how you handled the situation.

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13. What is the most challenging part of testing electrical circuits or components for continuity, using electrical test equipment?

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

15. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

16. Tell me about the last time you performed routine maintenance on equipment. How did you determine when and what type of work was needed?

17. Tell me how you test pipe or tubing joints or connections for leaks, using pressure gauge or soap-and-water solution.

18. Tell me how you organize, plan, and prioritize your work.

19. 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.)

20. Provide an example when your ethics were tested.

21. Are you up to date on required certifications?

22. Walk me through how you would lay out and connect electrical wiring between controls and equipment, according to wiring diagrams, using electrician's hand tools.

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

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

25. How do you make sure to comply with all applicable standards, policies, and procedures, including safety procedures and the maintenance of a clean work area?

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26. 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.)

27. What have you found to be the best way to inspect and test systems to verify system compliance with plans and specifications or to detect and locate malfunctions?

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

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

30. Describe an experience when you recommended, developed, or performed preventive or general maintenance procedures, such as cleaning, power-washing, or vacuuming equipment, oiling parts, or changing filters.

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

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

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

34. What factors do you consider when you study blueprints, design specifications, and manufacturers' recommendations to ascertain the configuration of heating or cooling equipment components and to ensure the proper installation of components?

35. Share an example when you discussed heating-cooling system malfunctions with users to isolate problems or to verify that malfunctions have been corrected.

36. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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37. What is the most challenging part of generating work orders that address deficiencies in need of correction?
38. How often do you assist with other work in coordination with repair and maintenance teams?
39. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.
40. Describe an experience in which you successfully controlled the operation of a difficult system. What made you successful?
41. Share an experience in which your willingness to lead or offer an opinion helped your company.
42. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
43. What is the key to success when communicating with the public.
44. Give me an example of when you thought outside of the box. How did it help your employer?
45. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
46. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
47. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
48. Describe an experience when you installed or repaired self-contained ground source heat pumps or hybrid ground or air source heat pumps to minimize carbon-based energy consumption and reduce carbon emissions.