

Order Desk Clerk Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
3. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
4. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
5. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
6. Please share an experience in which you presented to a group. What was the situation and how did it go?
7. Provide an example when your ethics were tested.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Provide an example of when you were persistent in the face of obstacles.
10. Share an experience in which you prepared invoices, shipping documents, and/or contracts.
11. 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.)
12. Provide an experience in which you resolved a difficult customer complaint.
13. Name a time when your patience was tested. How did you keep your emotions in check?
14. 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

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can demonstrate some initiative.)
15. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
16. Provide a time when you dealt calmly and effectively with a high-stress situation.
17. Share an experience in which you directed departments in the preparation and shipment of orders. What methods made you successful?
18. Provide an effective method you have used to sell additional merchandise/services to customers.
19. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
20. Share an experience in which you computed total charges for merchandise, services, and/or shipping.
21. What is the state of your files and records? What is something you would like to improve?
22. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
23. Share an experience when you applied new technology or information in your job. How did it help your company?
24. Provide an effective method you have used to keep inventory records up to date.
25. Provide an experience in which conferring with other personnel and departments helped you to expediate and/or trace shipments.
26. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
27. Share an effective method you have used to recommend merchandise/services to meet customers' needs. Provide an experience.

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28. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

29. Share an effective method you have used to ensure that outgoing work complies with customers' specifications.

30. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

31. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

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. 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.)

34. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

35. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

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

37. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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

39. Share an experience in which you calculated and compiled order-related statistics and prepared reports for

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management. What methods made you successful?

40. What factors do you consider when recommending types of packaging and labeling for orders?

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

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

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

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

45. 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.

46. Would you consider analyzing data or information a strength? How so?

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

48. 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?

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