

## Service Crew Leader Interview Questions

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

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

3. What is the most challenging part of adhering to safety practices and procedures, such as checking equipment regularly and erecting barriers around work areas? Share an experience.

4. Describe an experience where you opened switches or attached grounding devices to remove electrical hazards from disturbed or fallen lines or to facilitate repairs?

5. What kind of experience do you have climbing poles or using truck-mounted buckets to access equipment? How often do you climb poles?

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

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

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

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

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

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

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

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

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

15. Describe a time when you successfully provided personal assistance to a coworker or patron.

16. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

17. Describe methods you have found effective to install, maintain, and repair electrical distribution and transmission systems, including conduits, cables, wires, and related equipment, such as transformers, circuit breakers, and switches.

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

19. Tell me how you identify defective sectionalizing devices, circuit breakers, fuses, voltage regulators, transformers, switches, relays, or wiring, using wiring diagrams and electrical-testing instruments.

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

21. Share an effective approach to test conductors, according to electrical diagrams and specifications, to identify corresponding conductors and to prevent incorrect connections.

22. What is the most challenging part of stringing wire conductors and cables between poles, towers, trenches, pylons, and buildings, setting lines in place and using winches to adjust tension?

23. Share what process you use to inspect and test power lines and auxiliary equipment to locate and identify problems, using reading and testing instruments.

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

25. How often is it needed for you to travel in trucks, helicopters, and airplanes to inspect lines for freedom from obstruction and adequacy of insulation?

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

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27. What kind of experience do you have digging holes, using augers, and setting poles, using cranes and power equipment?

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28. Tell me about a time when you successfully determined the cause of an operating error at your company and solved the problem.

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29. 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.)

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30. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

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31. 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.)

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32. Walk me through how yo splice or solder cables together or to overhead transmission lines, customer service lines, or street light lines, using hand tools, epoxies, or specialized equipment.

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

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

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

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

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

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

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

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 you successfully coordinated with others. How about a coordination effort that was not as successful?

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

43. 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.)

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

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

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

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

48. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

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

50. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation

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or improve an ongoing one. (Look for the candidate's ability to learn.)

51. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?