

Service Order Expediter Interview Questions

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

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

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

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

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

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

7. Describe an experience in which you helped revise a production schedule.

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

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

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

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

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

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

15. 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.)

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

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

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

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

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

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

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

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

24. Share an experience in which you effectively reviewed documents and determined personnel and/or materials requirements or material priorities.

25. Provide an example when your ethics were tested.

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

27. Provide an experience in which conferring with supervisors and other personnel helped you to effectively assess progress and implement needed changes.

28. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

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

30. Share an experience in which you effectively planned production commitments or timetables.

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

32. Share an experience in which you maintained inventories of materials and/or supplies necessary to meet production demands.

33. Share an experience in which you resolved a difficult complaint. How did conferring with personnel, vendors, or customers help you to resolve it effectively?

34. Provide an experience in which you compiled information for status reports.

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

36. Share an effective method you have used to expediate flow of materials and/or to meet production schedules.

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

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

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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. Provide an experience in which you effectively established and prepared product construction directions, locations, and/or relevant information.

41. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

42. 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.

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

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

45. What is the state of your files? What is something you would like to improve?

46. What is the most challenging part of budgeting for you?

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

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

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

50. 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.)

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

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52. 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?

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

54. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

57. 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?