

## Flight Service Specialist Interview Questions

1. Describe your procedures used to Inform pilots about nearby planes or potentially hazardous conditions, such as weather, speed and direction of wind, or visibility problems.

2. Share with me how you Issue landing and take-off authorizations or instructions.

3. Share an experience where you transferred control of departing flights to traffic control centers and accept control of arriving flights. How did it go?

4. Walk me through how you alert airport emergency services in cases of emergency or when aircraft are experiencing difficulties.

5. Explain the procedures used to monitor or direct the movement of aircraft within an assigned air space or on the ground at airports to minimize delays and maximize safety.

6. Tell me about what process you use to provide flight path changes or directions to emergency landing fields for pilots traveling in bad weather or in emergency situations.

7. What is the key to success when communicating with the public.

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

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

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

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

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14. 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?

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

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

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

18. 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?

19. 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.

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

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

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

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

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

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

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26. Describe an experience where you monitored aircraft within a specific airspace, using radar, computer equipment, or visual references.

27. Walk me through how you direct pilots to runways when space is available or direct them to maintain a traffic pattern until there is space for them to land.

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

29. In your opinion, what is the best system to use when directing ground traffic, including taxiing aircraft, maintenance or baggage vehicles, or airport workers?

30. Share how you determine the timing or procedures for flight vector changes.

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

32. Tell me about a time when you had to provide on-the-job training to new air traffic controllers.

33. Expound on how you effectively complete daily activity reports and keep records of messages from aircraft.

34. Explain how often you review records or reports for clarity and completeness and maintain records or reports as required under federal law. Has it been beneficial?

35. Describe how you maintain radio or telephone contact with adjacent control towers, terminal control units, or other area control centers to coordinate aircraft movement.

36. Tell me about what system used to contact pilots by radio to provide meteorological, navigational, or other information.

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

39. Describe what procedures used when checking conditions and traffic at different altitudes in response to pilots' requests for altitude changes.

40. Share an experience when you had to Initiate or coordinate searches for missing aircraft. What was the outcome?

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

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

43. 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.)

44. 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.)

45. Has there been problems relaying air traffic information, such as courses, altitudes, or expected arrival times, to control centers? Especially when communicating with international pilots.

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

47. Walk me through how you would conduct pre-flight briefings on weather conditions, suggested routes, altitudes, indications of turbulence, or other flight safety information.

48. What have you found most beneficial when analyzing factors such as weather reports, fuel requirements, or maps to determine air routes? Would you change anything?

49. How experienced are you in compiling information about flights from flight plans, pilot reports, radar, or observations?

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

51. Provide an example when your ethics were tested.

52. Share your skills and process when organizing flight plans or traffic management plans to prepare for planes about to enter assigned airspace.

53. In your opinion, how often should you inspect, adjust, or control radio equipment or airport lights?

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

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

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

57. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

58. 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.)