

Customer Facilities Supervisor Interview Questions

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

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

3. Describe methods you have found effective to determine schedules, sequences, and assignments for work activities, based on work priority, quantity of equipment, and skill of personnel.

4. Walk me through how you inspect and monitor work areas, examine tools and equipment, and provide employee safety training to prevent, detect, and correct unsafe conditions or violations of procedures and safety rules.

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

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 how you organize, plan, and prioritize your work.

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

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

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

12. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

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

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14. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

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

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

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

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

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

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20. 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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21. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?

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

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23. 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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24. 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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25. Tell me about a time when you developed your own way of doing things or were self-motivated to finish

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an important task.

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

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

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

30. 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.)

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

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

33. What is the most challenging part of monitoring employees' work levels and review work performance? Share an example.

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

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

36. Name a time when you compiled operational or personnel records, such as time and production records, inventory data, repair or maintenance statistics, or test results.

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37. What have you found to be the best way to recommend or initiate personnel actions, such as hires, promotions, transfers, discharges, or disciplinary measures?

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

39. 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.)

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

41. Walk me through how you develop, implement, or evaluate maintenance policies and procedures.

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

43. Describe an experience when you conducted or arranged for worker training in safety, repair, or maintenance techniques, operational procedures, or equipment use.

44. Share an effective approach to counsel employees about work-related issues and assist employees to correct job-skill deficiencies.

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

46. What is the key to a successful budget?

47. Tell me how you review, evaluate, accept, and coordinate completion of work bid from contractors. What is the biggest challenge?

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

49. What is the most challenging part of conferring with personnel, such as management, engineering, quality control, customer, or union workers' representatives, to coordinate work activities, resolve employee

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grievances, or identify and review resource needs?

50. What kind of experience do you have performing repair or maintenance operations, using equipment such as hand or power tools, hydraulic presses or shears, or welding equipment?

51. Name a time when you participated in budget preparation and administration, coordinating purchasing and documentation and monitoring departmental expenditures.

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

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

54. Walk me through how you interpret specifications, blueprints, or job orders to construct templates and lay out reference points for workers.

55. Name a time when you developed or implemented electronic maintenance programs or computer information management systems.

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

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

58. Describe an experience in which you successfully controlled the operation of a difficult system. What made you successful?