

## Parts Clerk Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
3. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
4. Please share an experience in which you presented to a group. What was the situation and how did it go?
5. Do you have experience taking parts orders over the phone? How is it different than in person?
6. How do you ensure that you correctly process a customer's order?
7. Provide an experience in which you received payments and obtained credit authorizations.
8. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
9. How do you ensure an accurate count when inventorying stock?
10. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
11. Name a time when your patience was tested. How did you keep your emotions in check?
12. Provide a time when you dealt calmly and effectively with a high-stress situation.
13. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
14. 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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15. Tell me about the condition of the stockroom at your last job. What was done to keep it organized?
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17. Provide an example of when you examined returned parts and found a defect?
18. Provide an example of when you examined returned parts and found a defect?
19. Share a time when you suggested a substitute or modified part when an identical replacement part was not available.
20. Share a time when you suggested a substitute or modified part when an identical replacement part was not available.
21. Provide an example when your ethics were tested.
22. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
23. Share an experience when you applied new technology or information in your job. How did it help your company?
24. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
25. How would you rate your ability to discuss the use and features of the parts you sell?
26. How would you rate your ability to discuss the use and features of the parts you sell?
27. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
28. 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.)

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

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

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

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

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

34. 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.)

35. Provide a time when you were able to sell equipment based on a demonstrated you performed.

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

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

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

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

41. Tell me about an experience in which you analyzed information and evaluated results to choose the best

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solution to a problem.
42. Provide an example when you needed to measure a part using a precision measuring instrument.
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44. Tell me about a recent experience you've had working with your hands.
45. 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.)
46. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
47. Share an experience when you repaired a part or a piece of equipment.
48. Share an experience when you repaired a part or a piece of equipment.
49. 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.
50. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
51. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
52. Provide an example of when you proactively updated a customer about a back ordered part or parts.
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54. 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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55. Tell me how you organize, plan, and prioritize your work.

56. 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?

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

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

59. Provide an example when you correctly determined the replacement part required based on a customer's description of the malfunction.

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