

Operations Agent Interview Questions

1. Walk me through how you Implement airfield safety procedures to ensure a safe operating environment for personnel and aircraft operation.

2. Describe what the process is to assist in responding to aircraft and medical emergencies.

3. Tell me about how you have been successful in coordinating with agencies such as air traffic control, civil engineers, and command posts to ensure support of airfield management activities.

4. Explain what procedures are in place to coordinate communications between air traffic control and maintenance personnel. What have you found most helpful?

5. What is your experience in training operations staff? What worked for you?

6. Expound on what system is used to monitor the arrival, parking, refueling, loading, and departure of all aircraft.

7. Describe what ways you have found most helpful in receiving and posting weather information and flight plan data, such as air routes and arrival and departure times.

8. Share an experience where you had to relay departure, arrival, delay, aircraft and airfield status, and other pertinent information to upline controlling agencies.

9. 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?

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

11. What is your experience in planning and coordinating airfield construction? How well did it go?

12. Tell me the procedure used to receive, transmit, and control message traffic.

13. Describe an experience where you anticipated aircraft equipment needs for air evacuation and cargo flights. What made you aware of the needs?

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14. Walk me through how you provide aircrews with information and services needed for airfield management and flight planning.

15. What are the challenges when coordinating changes to flight itineraries with appropriate Air Traffic Control (ATC) agencies? Share an experience.

16. How well do you maintain flight and events logs, air crew flying records, and flight operations records of incoming and outgoing flights. Why is that important?

17. Describe an experience where you procured, produced, and provided information on the safe operation of aircraft, such as flight planning publications, operations publications, charts and maps, and weather information.

18. In your opinion, what has been the best way to collaborate with others to plan flight schedules and air crew assignments?

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

20. Walk me through how you coordinate with agencies to meet aircrew requirements for billeting, messing, refueling, ground transportation, and transient aircraft maintenance.

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

22. What procedures are needed to conduct departure and arrival briefings?

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

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

25. What have you found difficult when performing and supervising airfield management activities, including mobile airfield management functions? Did you work out a system?

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26. Describe what methods are used to maintain air-to-ground and point-to-point radio contact with aircraft commanders.

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

28. Expound on how to post visual display boards and status boards. What did you find most effective?

29. Share with me what your experience is using airfield landing and navigational aids and digital data terminal communications equipment to perform duties.

30. What methods have you found most helpful in order to manage wildlife on and around airport grounds?

31. Talk to me about how you check military flight plans with civilian agencies.

32. Provide an example when your ethics were tested.

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

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

35. 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.)

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

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

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

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

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

41. 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?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

60. 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.)

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