

## Telephone Order Supervisor Interview Questions

1. 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?

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

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

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

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

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

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

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

10. 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?

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

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

## Telephone Order Supervisor Interview Questions

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

--

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

--

15. 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.

--

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

--

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

--

18. 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?

--

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

--

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

--

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

--

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

--

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

--

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

--

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

## Telephone Order Supervisor Interview Questions

26. Provide an example when your ethics were tested.

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

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

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

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

31. 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.)

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

33. 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.)

34. 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.)

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

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

37. 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.)

## Telephone Order Supervisor Interview Questions

38. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
39. Share an experience in which your willingness to lead or offer an opinion helped your company.
40. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
41. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
42. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
43. Name a time when your patience was tested. How did you keep your emotions in check?
44. What is the most challenging part of budgeting for you?
45. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
46. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
47. Provide an experience in which you resolved a difficult customer complaint.
48. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
49. Share an experience in which you supervised the work of employees. How did you ensure adherence to standards, deadlines, and procedures?
50. Share an experience in which your ability to consider the costs or benefits of a potential action helped you

## Telephone Order Supervisor Interview Questions

choose the most appropriate action.

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

52. Provide an experience in which you effectively guided an employee in handling a complex problem or in resolving an escalated complaint.

53. Share an effective method you have used to implement policies, procedures, and/or service standards. How has working with management helped you to be more effective?

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

55. Share an experience in which you effectively trained employees. What methods made you successful?

56. Provide an experience in which you discussed a job performance problem with an employee. How did you identify the cause and work to resolve the problem?

57. Share an experience in which you recruited, interviewed, and/or selected employees. What made you successful?

58. Provide an experience in which you evaluated employees' job performance and recommended appropriate personnel action.

59. Provide an experience in which you prepared work schedules, deadlines, and duty assignments for staff. What factors did you consider when preparing them?

60. Share an experience in which you researched, compiled, and/or prepared information for management.

61. What is the state of your records? What is something you would like to improve upon?

62. 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.)

## Telephone Order Supervisor Interview Questions

63. Share an experience in which you analyzed financial activities and made a recommendation which benefited your company.

64. Describe your experience coordinating activities with supervisors and/or other departments or work units.

65. Share an experience in which you made a recommendation to management which benefited your company.

66. Tell me about your experience developing procedures, policies, and/or standards.

67. 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?

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

69. Provide an experience in which you consulted with managers or other personnel to resolve a difficult problem.

70. Share an experience in which you participated in the work of subordinates. How did you facilitate productivity and overcome difficult aspects of work?

71. Describe a time when you successfully provided personal assistance to a coworker or patron.

72. Describe an experience in which you successfully discussed work problems or grievances with union representatives.

73. Share an experience in which you successfully planned for and/or coordinated office services, such as parking or equipment acquisition.

74. Provide an effective method you have used to keep informed of provisions of labor-management agreements and their effects on departmental operations. Share an experience.

75. Describe your experience performing/coordinating shipping, receiving, distribution, and transportation activities.

## Telephone Order Supervisor Interview Questions

76. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

77. What factors do you consider when planning layouts of storage areas (e.g. warehouses)? Share an experience.

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