

Dispatcher Interview Questions

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

2. Share an experience in which you effectively scheduled and dispatched workers, crews, equipment, and/or service vehicles. What factors did you consider to determine the appropriate scheduling actions?

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

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

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

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

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

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