

Trouble Operator Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Describe your experience referring to directories to answer customers' requests and provide telephone information.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Share an experience when you applied new technology or information in your job. How did it help your company?
5. Provide a time when you dealt calmly and effectively with a high-stress situation.
6. Provide an example when your ethics were tested.
7. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
8. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
9. Name a time when your patience was tested. How did you keep your emotions in check?
10. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?