

Switchboard Operator Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
3. Describe your experience operating communication systems.
4. Share the methods you have used to greet callers, transfer calls, and/or to provide prompt information.
5. What is the key to success when communicating with the public.
6. 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.)
7. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
8. Provide an example when your ethics were tested.
9. Describe your experience using paging and interoffice communication equipment.
10. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)