

## Routing Clerk 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?
11. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
12. Please share an experience in which you presented to a group. What was the situation and how did it go?
13. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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14. Share an experience when you applied new technology or information in your job. How did it help your company?
15. 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?
16. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
17. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
18. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
19. Share an effective method you have used to monitor personnel and equipment locations.
20. Provide an experience in which you conferred with customers and/or supervisors to resolve a difficult question or problem.