

## Routing Clerk Interview Questions

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

2. Tell me about a recent experience you've had working with your hands.

3. Share an experience in which you prepared documents to route materials.

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

5. How do you stay fit in order to perform physical activities that are required in the workplace?

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

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

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

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

10. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

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

12. 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.)

13. Provide an example when your ethics were tested.

14. Share an experience in which you conferred with establishment representatives to effectively resolve a

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problem.

15. What factors do you consider when determining shipping methods for materials? Share an experience.

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

17. Name a time when your patience was tested. How did you keep your emotions in check?

18. Provide an experience in which you effectively kept inventory of stock.

19. 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.)

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