

## Transportation Agent Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Tell me how you organize, plan, and prioritize your work.
3. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
4. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
5. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
6. Share an experience in which you made an effective negotiation for the transport of goods with a shipping or freight company.
7. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
8. Please share an experience in which you presented to a group. What was the situation and how did it go?
9. Provide an experience in which you prepared manifests of weight of baggage, mail, or freight and number of passengers and transmitted data to destinations.
10. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
12. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
13. Describe an experience in which you effectively determined methods of shipment and prepared bills of

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loading, invoices, and other shipping documents.

14. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

15. Provide an example when your ethics were tested.

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

17. 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.)

18. Share an experience in which you accurately estimated freight and/or postal rates.

19. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

20. Provide an experience in which you successfully traced a lost shipment.

21. Provide an example of when you were persistent in the face of obstacles.

22. Share your experience loading and unloading delivery trucks.

23. Share an experience when you applied new technology or information in your job. How did it help your company?

24. Provide an experience in which you effectively installed straps, braces, and padding to prevent shifting and damage during shipment.

25. Provide an experience in which you notified consignees, passengers, and customers of the arrival of freight/baggage and arranged for delivery.

26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change?

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(Make sure the candidate is flexible.)

27. What is the state of your records of goods shipped, received, and stored? What is something you would like to improve?

28. Provide a time when you dealt calmly and effectively with a high-stress situation.

29. 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.)

30. Share an experience in which you coordinated and supervised the activities of workers. What methods made you successful?