

## Field Service Representative Interview Questions

1. Share an effective method you have used to converse with customers and determine equipment problems. Provide an experience.

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

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. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

5. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

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

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

8. Give me an example of when you thought outside of the box. How did it help your employer?

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

10. Would you consider analyzing data or information a strength? How so?

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

12. What is the key to success when communicating with the public.

13. Provide an experience in which you effectively reassembled a machine.

14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the

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candidate is dependable.)

15. Provide an example when your ethics were tested.

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

17. Share an experience in which you reinstalled software or adjusted settings on software to fix machine malfunctions.

18. Describe your experience advising customers on equipment operation, maintenance, and/or programming.

19. Provide an effective method you have used to ensure that new systems are in working order.

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

21. What is the state of your records of equipment maintenance and repair work? Name one thing you would like to improve.

22. Share an experience in which you maintained parts inventories and ordered additional parts when needed.

23. Share an experience in which you successfully installed and configured new equipment.

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

25. 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.)

26. Provide an experience in which you effectively kept equipment up to date.

27. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

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28. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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