

## Service Technician Interview Questions

1. What have you found to be the best way to dismantle meters, and replace or adjust defective parts such as cases, shafts, gears, disks, and recording mechanisms, using soldering irons and hand tools?

2. What method do you use to install regulators and related equipment such as gas meters, odorization units, and gas pressure telemetering equipment to make sure they work correctly?

3. What kind of experience do you have disassembling and repairing mechanical control devices or valves, such as regulators, thermostats, or hydrants, using power tools, hand tools, and cutting torches?

4. Tell me how you advise customers on proper installation of valves or regulators and related equipment. What method did you find effective?

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

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

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

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

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

11. What system would you use to recommend and write up specifications for changes in hardware, such as house wiring? Why?

12. Share an experience where you had to collect money due on delinquent accounts. What method did you find most helpful?

## Service Technician Interview Questions

13. Walk me through how you measure tolerances of assembled and salvageable parts for conformance to standards or specifications, using gauges, micrometers, and calipers.

14. Describe an experience where you had to investigate instances of illegal tapping into service lines.

15. Share an effective approach to examining valves or mechanical control device parts for defects, dents, or loose attachments, and mark malfunctioning areas of defective units.

16. What is the most challenging part of shutting off service and notify repair crews when major repairs are required, such as the replacement of underground pipes or wiring? Share an example.

17. How do you stay up to date with new or improved techniques to test valves and regulators for leaks and accurate temperature and pressure settings, using precision testing equipment?

18. Provide an example when your ethics were tested.

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

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

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

22. Describe an experience where you had to replace defective parts, such as bellows, range springs, and toggle switches, and reassemble units according to blueprints, using cam presses and hand tools.

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

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

## Service Technician Interview Questions

25. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

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

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

28. 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.)

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

30. 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.)