

Insert Operator Interview Questions

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| 1. Tell me about a recent experience you've had working with your hands. |
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| 2. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant? |
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| 3. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond? |
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| 4. Share an experience in which your attention to detail and thoroughness had an impact on your last company. |
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| 5. Provide an experience in which you monitored the operation of automatically fed machines. |
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| 6. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.) |
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| 7. Share an experience in which you cleared a difficult jam in sortation equipment. |
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| 8. Tell me how you organize, plan, and prioritize your work. |
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| 9. Provide an experience in which you effectively sorted and routed incoming mail. |
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| 10. Share an experience in which you identified and resolved a the cause of defects in mail machine output. |
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| 11. What factors do you consider when determining the manner in which mail is to be sent? |
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| 12. Share an experience in which you've successfully learned how to handle a new piece of equipment? |
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| 13. 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.) |
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| 14. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.) |

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15. Describe your experience using tying machines or wrapping packages by hand.

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

17. Describe your experience operating computer-controlled keyboards and/or voice recognition equipment.

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

19. Provide your experience adjusting guides, rollers, loose card inserters, weighing machines, and tying arms.

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

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. Share an experience in which you accepted and checked containers of mail/parcels from large volume mailers, couriers, and/or contractors.

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

24. Share an experience in which you added ink, filled paste reservoirs, and changed machine ribbons when necessary.

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

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

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

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| 28. Provide an example when your ethics were tested. |
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| 29. Describe your experience using equipment such as forklifts and automated "trains." |
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| 30. 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? |
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