

## Operation Manager Interview Questions

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| 1. Share an experience you had in dealing with a difficult person and how you handled the situation.   |
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| 2. Provide an experience in which you fitted appliances onto patients and made necessary adjustments.  |
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| 3. Describe a time when you successfully provided personal assistance to a coworker or patron.   |
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| 4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)  |
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| 5. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.                  |
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| 6. Share an experience in which you've successfully learned how to handle a new piece of equipment?  |
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| 7. Tell me about a recent experience you've had working with your hands.   |
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| 8. How do you stay fit in order to perform physical activities that are required in the workplace?   |
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| 9. Share an experience when you applied new technology or information in your job. How did it help your company?   |
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| 10. Give me an example of when you thought outside of the box. How did it help your employer?  |
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| 11. 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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| 12. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?   |
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| 13. 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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| 14. Share an experience in which your attention to detail and thoroughness had an impact on your last company.   |

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15. Share an experience in which you effectively made orthotic and/or prosthetic devices. What materials did you use?

16. Provide an example when your ethics were tested.

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

18. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

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

20. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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

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

23. Share an effective method you have used to instruct patients in the use of prosthetic and orthotic devices. Provide an experience.

24. Provide an experience in which you effectively repaired, modified, and maintained medical supportive devices.

25. Provide an experience in which you constructed casts and/or impressions of patients' torsos and limbs.

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

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

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28. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

29. 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.)

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.)