

Service Control Operator Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
3. Tell me how you organize, plan, and prioritize your work.
4. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
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 your attention to detail and thoroughness had an impact on your last company.
7. Describe an experience in which you helped revise a production schedule.
8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
9. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
10. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
11. Provide a time when you dealt calmly and effectively with a high-stress situation.
12. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
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. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

15. 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.)

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

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

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

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

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

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

22. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

24. Share an experience in which you effectively reviewed documents and determined personnel and/or materials requirements or material priorities.

25. Provide an example when your ethics were tested.

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26. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

27. Provide an experience in which conferring with supervisors and other personnel helped you to effectively assess progress and implement needed changes.

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. Share an experience in which your willingness to lead or offer an opinion helped your company.

30. Share an experience in which you effectively planned production commitments or timetables.