

Field Service Representative Interview Questions

1. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

2. Provide an experience in which you planned or modified product configurations to meet customer needs.

3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

4. 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?

5. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

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

9. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

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

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

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

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

Field Service Representative Interview Questions

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

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15. 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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16. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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17. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

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18. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

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

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

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21. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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

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23. 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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24. Describe a time when you successfully provided personal assistance to a coworker or patron.

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25. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

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26. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a

Field Service Representative Interview Questions

solution. How did the solution benefit your employer?

27. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

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. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?