Utility Sales And Service Manager Interview Questions

1. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
2. How do you manage the performance of your sales people?
3. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?
4. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
5. 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?
6. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
7. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
8. Share an experience you had in dealing with a difficult person and how you handled the situation.
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. Tell me how you organize, plan, and prioritize your work.
11. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
12. Give me an example of when you thought outside of the box. How did it help your employer?
13. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

14. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
15. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
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.
17. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
18. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
19. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
20. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
21. Please share an experience in which you presented to a group. What was the situation and how did it go?
22. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
23. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
24. Explain to me how you train your sales people. How often?
25. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

26. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
27. How would you describe your relationship with your marketing department? How about other department heads?
28. What is the most challenging part of budgeting for you?
29. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
30. Provide an example of when you were persistent in the face of obstacles.
31. 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.)
32. Provide an example when your ethics were tested.
33. Would you consider analyzing data or information a strength? How so?
34. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
35. Share an experience in which your willingness to lead or offer an opinion helped your company.
36. 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.)
37. Provide an example of when you helped resolve a particularly difficult customer complaint.
38. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

39. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
40. Name a time when your patience was tested. How did you keep your emotions in check?
41. Provide a time when you dealt calmly and effectively with a high-stress situation.
42. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
43. What makes you an effective overseer of regional and local sales managers and staffs?
44. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
45. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
46. 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.)
47. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
48. Describe an experience in which you successfully directed foreign sales or serviced outlets of an organization.
49. What is the key to success when communicating with the public.
50. What is the key to a successful budget?
51. Name a time when your creativity or alternative thinking solved a problem in your workplace.

52. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
53. Share an experience in which you advised a dealer or distributor on policies and operating procedures which helped ensure functional effectiveness of business.
54. Tell me about the last time you visited a franchised dealer, or something similar. How did you stimulate interest in the establishment or expansion of leasing or other programs?
55. Have you prepared a sales budget? How did you approach the process?
56. What is the most challenging aspect of managing international sales?
57. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
58. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
59. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.
60. Have you been involved in assessing the marketing potential of new and existing store locations? What did your assessment entail?
61. Share an experience of particularly good trade association meeting that you attended to promote your products. What made it good?
62. 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?
63. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

64. Tell me about a good experience you had in conferring with a potential customer regarding his/her equipment needs.
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