General Agent 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. Tell me about the last plan, policy, or budget you developed based on financial information which successfully increased the profits or improved the services of your company.
3. What is the most challenging part of budgeting for you?
4. 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?
5. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
6. 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?
7. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
8. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
9. Share an experience you had in dealing with a difficult person and how you handled the situation.
10. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
11. Tell me how you organize, plan, and prioritize your work.
12. Share an experience when you applied new technology or information in your job. How did it help your company?
13. Give me an example of when you thought outside of the box. How did it help your employer?

14. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
15. Would you consider analyzing data or information a strength? How so?
16. 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?
17. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
18. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
19. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
20. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
21. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
22. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
23. Please share an experience in which you presented to a group. What was the situation and how did it go?
24. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
25. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

26. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
27. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
28. Provide an example when your ethics were tested.
29. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
30. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
31. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
32. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
33. Share an experience in which your willingness to lead or offer an opinion helped your company.
34. 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?
35. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
36. 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.)
37. 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.)

38. Share an experience in which you successfully set operations policies and standards.
39. Provide a time when you dealt calmly and effectively with a high-stress situation.
40. Provide an example of when you were persistent in the face of obstacles.
41. Describe a time when you managed the work of a subordinate staff and successfully ensured that the work was accomplished in a manner consistent with organizational requirements. How did you succeed in this task?
42. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
43. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
44. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
45. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
46. Share an experience in which you conducted an investigation of a transportation accident and effectively improved safety procedures in your company. How did you successfully communicate with those involved in the investigation?
47. 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.)
48. Name a time when your patience was tested. How did you keep your emotions in check?
49. Tell me about a difficult contract you successfully negotiated and monitored to fulfillment.
50. Tell me about a time when you developed your own way of doing things or were self-motivated to finish

an important task.
51. Share an experience in which you successfully supervised workers assigning tariff classifications or preparing billing. What made you a successful supervisor?
52. Tell me about the last time you monitored spending to ensure it was consistent with the budget.
53. Share an experience in which your collaboration with other managers or staff helped you to successfully formulate and implement a policy, procedure, goal, or objective.
54. Provide a time when you conducted a safety audit or met with staff about safety which helped you improve safety in your workplace.
55. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
56. Tell me about the last time you participated in a union contract negotiation and helped settle grievances.
57. Share an experience in which your recommendation of capital expenditures for acquisition of new equipment to increase efficiency or services had good results.
58. Describe the last time you successfully directed the procurement process for a company.
59. Share an experience in which you successfully investigated and resolved a complaint.
60. Name a time when your creativity or alternative thinking solved a problem in your workplace.
61. Tell me about an experience in which your monitoring of operations helped a staff member to comply with a policy, rule, cotract, or regulation.
62. Share an experience in which you successfully directed the staff in charge of repairing or maintaing equipment, vehicles, or facilities.
63. Tell me about your last experience directing the activities of transportation vehicles.

64. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
65. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
66. Describe a time when you successfully directed the activities of an operations department to obtain the use of equipment, facilities, or resources.
67. Share an experience in which you successfully trained employees in a procedure. What made you a successful trainer?
68. Tell me about a time your recommendation to management helped your company or employer.
69. 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.)
70. Tell me about the last time you sucessfully implemented schedule or policy changes.
71. Provide a time when you successfully developed criteria, instructions, a manual, or a contract for a federal or state public transportation program.
72. 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.)
73. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
74. Share an experience in which you successfully assissted someone who received a grant.
75. Describe a time when you implemented an energy saving change for your company. i.e. reducing routes, minimizing idling, etc.

76. Share a time when you selected transportation or communications system technology that reduced cost or environmental impact.
77. Provide a time when you were able to make an educated choice for the purchase of transportation vehicles or equipment for your company.
78. Describe a time when you maximized the efficiency or effectiveness of the transportation services of your company while directing central load control centers.
79. Share an experience in which you successfully developed or implemented a plan to improve transportation services control from a load control center operation.
80. 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.
81. What is the key to a successful budget?