Dispatch Manager Interview Questions

1. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
2. Share an experience in which you successfully supervised the activities of workers in receiving, storing, testing, or shipping products. What made you a successful supervisor?
3. What is the most challenging part of budgeting for you?
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. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
6. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
7. Share an experience you had in dealing with a difficult person and how you handled the situation.
8. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
9. Tell me how you organize, plan, and prioritize your work.
10. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
11. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
12. Please share an experience in which you presented to a group. What was the situation and how did it go?
13. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

14. 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.
15. 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?
16. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
17. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
18. Provide an example when your ethics were tested.
19. Tell me about the last budget you sucessfully prepared and managed.
20. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
21. Share an experience in which your willingness to lead or offer an opinion helped your company.
22. Would you consider analyzing data or information a strength? How so?
23. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
24. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
25. Share an experience when you applied new technology or information in your job. How did it help your company?
26. Tell me about the last time you interviewed, selected, and/or trained warehouse or supervisory personnel.

27. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
28. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
29. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
30. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
31. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
32. 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.)
33. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
34. Share an experience in which you successfully implemented a warehouse safety program.
35. 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?
36. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
37. What is the key to a successful budget?
38. Provide a time when you dealt calmly and effectively with a high-stress situation.

39. 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.)
40. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
41. Provide and experience in which you successfully prepared correspondence, reports, or a manual.
42. Tell me about the last time you coordinated delivery times and locations.
43. 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?
44. Name a time when your patience was tested. How did you keep your emotions in check?
45. Provide an example of when you were persistent in the face of obstacles.
46. Share an experience in which you accurately estimated peak delivery periods and issued appropriate work assignments.
47. Describe a time when conferring with your department heads to coordinate warehouse activities improved work in your company.
48. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
49. Tell me about your last experience scheduling and monitoring pickup, delivery, and distribution.
50. Tell me about a time when your inspection of a warehouse, vehicle, or equipment helped you find a problem and take appropriate action.
51. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

52. 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.)
53. Tell me about the last time you documented shipping and effected the release of shipments.
54. Share an experience in which you successfully negotiated with a carrier, operator, or representative and received preferential rates or services.
55. Share an experience in which you successfully dealt with a difficult complaint from a customer or shipper.
56. Describe a time when your evaluation of costs associated with transit times helped you ensure that the costs were appropriate.
57. Describe an experience in which you developed operating procedures for receiving, handling, storing, shipping, or salvaging materials.
58. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
59. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
60. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
61. Provide an experience in which you successfully developed and/or implemented plans for the modification or expansion of a facility.
62. Give me an example of when you thought outside of the box. How did it help your employer?
63. 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.)
64. Share an experience in which your examination of invoices helped you to ensure conformity to tariff or

customs regulations.
65. Tell me about the last time you tracked goods while they were en route to their destinations.
66. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
67. Name a time when your creativity or alternative thinking solved a problem in your workplace.
68. Tell me about the last time you set service rates.
69. Describe a time when your evaluation of a location helped your company/employer to understand its potential usefulness or drawbacks.
70. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
71. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
72. 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.)
73. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
74. Tell me about the last time you accurately estimated quantities or weight of a product or material and chose the best type of container for storage and/or transport.
75. Provide a time when you successfully selected the best mode for the distribution of goods that minimized pollution.
76. Tell me about a time you implemented an environmental training program.

77. Describe an experience in which you identified and implemented carbon minimization activities to offset carbon emissions by your company.
78. Share an experience in which you accurately evaluated the environmental implications of a new warehouse or distribution network.
79. Share an experience in which your evaluation of a contractor or business partner for operational efficiency or safety or environmental performance records helped your company.
80. Describe an experience in which you developed a storage or distribution model that maximized operational efficiency or sustainability.
81. Share an experience in which you developed and implemented a plan for the storage and distribution which emphasized a technological solution for sustainability.
82. 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.
83. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.
84. Tell me about a recent experience you've had working with your hands.