

## **NOC: 1521 Shippers and Receivers**

### Sample Titles:

- Freight Receiver
  - Freight Shipper
  - Import Freight Clerk
  - Receiver
  - Shipper
  - Shipper-Receiver
  - Shipping Agent
  - Shipping and Receiving Clerk
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- Take a few minutes and walk me through your resume. Tell me about what you did in each job and why you left.
  - I noticed there is a gap in your experience between <1999 and 2002/January and September 2000/Company X and Company Y>. What were you doing during this period?
  - Tell me about the last work related goal that you set for yourself. Why was this important to you?
  - What steps do you take to ensure quality work?
  - Give me an example of a time when you were required to apply great attention to detail.

### Role Specific

- How do you determine method of shipment? How do you arrange for shipping?
- How do you inspect and verify incoming goods against invoices?
- Tell me about a time when the shipment did not match the bill of lading. How did you know? What did you do?
- Describe how to assemble containers and crates while recording contents.
- Describe a time when you were dealing with a particularly difficult customer. What was the issue? How did the customer leave satisfied?
- Tell me about a particular situation when you were time-constrained to complete a task, or were given unclear instructions. How did the final product turn out?
- Describe a day at work when you knew that you had more to accomplish than usual. How did you organize your work?

- Tell me about a time when you experienced frustration. What did you do?
- Tell me about a time when you communicated an issue or criticism to a co-worker or supervisor? How did they react?
- How do you build and maintain strong relationships with customers and suppliers?

#### Strengths

- What task or responsibility are you/were you most comfortable in your current/previous job?
- How have your strengths contributed to your success?
- Tell me about a situation that showed off your ability.

#### Areas That Can Be Developed

- Which parts of your current/previous job are/were you least comfortable with? Why? What would increase your comfort level?
- Tell me about a specific time when you've overcome a weakness. Why was this necessary? Who initiated the process?