

CANDIDATE	INTERVIEWER	DATE	STAGE
-----------	-------------	------	-------

INTERVIEW QUESTIONS · MAIL PROCESSING CLERK

1	What experience do you have working with mail?	12345	
2	What type of software are you familiar with?	12345	
3	How would you deal with a difficult customer situation?	12345	
4	Tell me about a time when you had to work under pressure.	12345	
5	What do you know about the United States Postal Service (USPS)?	12345	
6	How do you stay organized when working with a large volume of mail?	12345	
7	What steps do you take to ensure accuracy when processing mail?	12345	
8	Tell me about a time when you had to troubleshoot a problem with the mail processing equipment.	12345	
9	What safety procedures do you follow when working with machinery?	12345	
10	How do you handle it when mail is delayed or lost?	12345	
11	What would you do if you received a piece of mail that was damaged?	12345	
12	Tell me about a time when you had to deal with a challenging situation.	12345	
13	Can you tell me about a time when you had to go above and beyond to help a customer?	12345	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	12345	
Prior Work Experience Skills or qualifications acquired through past work.	12345	
Qualifications / Experience The technical skills the position actually needs.	12345	
Problem Solving Abilities Demonstrated critical problem-solving.	12345	
Communication Team building and communication skills.	12345	

CRITERIA

SCORE (1-5) NOTES

Organizational Fit Would this hire steer the organization the right way?	<div>12345</div>	
Directional Fit A step forward, or backward, in their career?	<div>12345</div>	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.