

Cash in Transit Officer interview questions

careertips.com.au: common questions and what they're really testing

What to expect

Cash in Transit interviews are less about salesmanship than proof: that your licence and record are clean, that you follow procedure when nobody is watching, and that you keep your head when something unexpected happens on a footpath. Expect the panel to test how you think, not just what you have done.

- **Licence and record screening:** Straight questions about your security officer licence, its conditions, your driving history and your right to work. These often come first and decide whether the rest of the interview happens.
- **Process and procedure:** Walk-through questions about loading, sealing, scanning, route discipline and end of shift reconciliation. The panel is checking whether your knowledge is real or recited.
- **Behavioural:** Tell me about a time questions on discrepancies, near misses, difficult customers or working with a crew under pressure. Answer with a specific event, not a general approach.
- **Scenario and judgement under pressure:** Short situations involving members of the public, route disruption, fatigue or an unscheduled stop. They want your priorities in order and your reasoning out loud.
- **Safety and compliance:** Questions on fatigue, manual handling, incident reporting and what you would do when a procedure and a deadline collide.
- **Client-facing:** Retail managers, bank staff and ATM operators are the customers. Expect a question on handling someone who is frustrated about a late or missed pickup.

Most operators begin with a phone screen or short online form covering your licence, driver history, police check status and availability for early starts and weekend rosters. Shortlisted candidates then attend a face to face or panel interview, usually with an operations supervisor or manager alongside a recruiter. Many employers add a driving assessment and a practical walkthrough of loading, sealing and scanning, plus a pre-employment medical or fitness check. Questions tend to follow a pattern: licence and record first, then process knowledge, then scenarios, then roster and pay logistics at the end.

1. Walk me through a typical run from the depot to your last stop. What are you checking, and at what point?

Why they ask

This is the core technical question. It shows whether you know the routine from the inside or have only read about it.

How to structure your answer

Use a chronological walk-through: pre-start, load and seal, on-road discipline, the sequence at each stop, then reconciliation and hand back. Name the specific checks at each stage instead of describing the job in general terms.

Example answer

"I start with the vehicle. I walk around it, check the tyres, mirrors and lights, and look for anything that suggests it was tampered with overnight. Then I check the radio on the assigned channel and confirm the tracking system is reporting. Inside, I make sure my licence and paperwork are with me, then load against the run sheet, checking every sealed tin against the manifest before it goes into the secure compartment. On the road I follow the planned route but vary entry and exit points where control has flagged something. At each stop one officer stays with the vehicle and watches the approach while the other goes to the counter, and we scan the consignment in and out at the door. At the end of the run I reconcile everything against the scanner records, report any discrepancy straight away, and

hand the paperwork and keys back at the depot.”

2. Your security licence and driving record are central to this job. How do you keep both current, and what would you do if a condition on your licence changed?

Why they ask

The panel needs to know you treat your licence as a live obligation, not a certificate you filed years ago.

How to structure your answer

Give a process answer with a contingency attached: state your current licence and conditions, explain how you monitor renewals, then say clearly what you would do and who you would tell if something changed.

Example answer

“I hold a current security officer licence in [state] with the cash in transit functions on it, and I renew it well before it lapses rather than waiting on a reminder. My driver licence is clean and I keep a copy of my driving record so I can produce it when asked. If something changed, say a medical condition or an infringement that put a condition on my licence, I would tell my supervisor and the licensing body as soon as I knew, and I would expect my roster to change until it was sorted out. I would rather give up shifts than drive or carry a consignment without the right authority.”

3. Tell me about a time you found a discrepancy in a consignment, a seal or the paperwork. What did you do?

Why they ask

Discrepancies are the moment the job either holds together or falls apart. The panel wants evidence you stop rather than improvise.

How to structure your answer

Use STAR. Keep the situation short, make the action the bulk of the answer, and finish with what changed afterwards.

Example answer

“We were on a Friday run and the manifest said four tins for a supermarket, but only three came off the trolley. It would have been easy to sign and move on because we were running behind. I stopped, checked the scanner history and the seal numbers, and found the fourth tin had been scanned onto the wrong consignment back at the depot. I rang control before we left the site and documented it on the handheld. The supermarket had the tin on the second run that morning and the depot fixed the scanning step for that load. Since then I check the manifest against the physical load before the vehicle moves, not at the counter.”

4. You are on the footpath with a loaded cash tin and a member of the public approaches you and will not leave. What do you do?

Why they ask

This is the scenario the job is built around. They are watching your priorities and your composure, not your vocabulary.

How to structure your answer

Judgement under pressure: state your first priority, how you would manage the person verbally, when and how you would disengage, and how you would report it afterwards.

Example answer

“My first job is the tin and the crew, not the conversation. I would keep the tin on the side away from them, step back towards the vehicle if I could do that safely, and give a short, polite answer that I am working and cannot stop. I would not argue and I would not give out route or timing details. If they kept pressing or moved closer, I would get back into the vehicle or call on the radio and let control

decide whether to send support or move the stop. When it was over I would report it, describing the person and what they said, so the control room has the detail on file."

5. It is the last run of a long shift, it is dark and raining, and control asks you to add an unscheduled stop. What do you do?

Why they ask

Safety and compliance questions test whether you will voice a concern on the radio or absorb a risk quietly to keep the schedule moving.

How to structure your answer

Judgement and decision structure: restate the request, give your conditions for doing it safely, name the point at which you would decline, and say how you would communicate that.

Example answer

"I would take the request but I would say what I need first. Tired, dark and raining is exactly when a stop gets rushed, so I would ask control to confirm the pickup window and whether it could hold until the next run or be covered by another crew nearby. If it had to happen, I would take a moment at the site, park where the lighting is best, tell control we were on foot, and run the stop exactly as normal. If at any point it did not feel safe, I would say so on the radio and leave it. Fatigue is a safety issue, and I would rather explain a delay than explain an incident."

6. A retail manager is frustrated because a pickup is running late and says they will walk the banking to the bank themselves. How do you handle it?

Why they ask

Customer-facing questions check whether you can hold a boundary politely when the other person is annoyed.

How to structure your answer

Use acknowledge, explain, offer structure: acknowledge the frustration, give a real time frame, explain the risk in plain terms, and offer a next step that keeps them involved without taking on the risk.

Example answer

"I would stay calm and take the heat out of it. I would acknowledge the delay and give them a real time frame rather than a vague one, then explain why we cannot let them carry the banking down the street themselves. That is about their safety as much as ours, and about the cover on the consignment, which would not follow them out the door. If they were still pushing, I would offer to ring control with them standing there so they hear it from the source. Most managers settle once they know when we will be there and that they are not carrying the risk themselves."