

Logistics Coordinator interview questions

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What to expect

Interviews for Logistics Coordinator roles focus on how you handle time pressure, communicate across multiple parties and use the software that keeps freight and inventory visible. Expect a mix of process questions about your day-to-day approach, behavioural questions about past problem-solving, and at least one scenario designed to see how you think when a plan falls apart.

- **Process:** Questions about how you actually run day-to-day tasks like scheduling pickups, tracking shipments or preparing reports.
- **Behavioural:** Tell me about a time questions covering past experience resolving discrepancies, delays or difficult conversations.
- **Scenario:** Hypothetical situations testing judgement when a transport operator cancels or a delivery deadline is at risk.
- **Technical:** Questions about experience with WMS platforms (SAP, Oracle), Excel and freight management systems.
- **Client-facing:** Questions about handling frustrated customers or suppliers when something has gone wrong.

Interviews typically open with background and experience questions, move into one or two scenario-based problem-solving questions, then cover the specific software and systems used in the role, and close with questions about shift flexibility, availability and any questions you have for them.

1. Walk me through how you'd coordinate a freight pickup that's running late with a delivery deadline approaching.

Why they ask

This checks whether you have a practical, repeatable process for the core task of the role rather than just reacting on the fly.

How to structure your answer

Step-by-step walkthrough: what you check first, who you contact, what backup options you consider, and how you confirm the outcome.

Example answer

"First I'd check the freight management system to see exactly where the pickup is sitting and why it's delayed. I'd contact the transport operator directly to get a realistic new pickup time rather than guessing. If that time still puts the delivery deadline at risk, I'd look at whether a backup carrier is available or whether the customer can accept a slightly later delivery, and I'd update the customer or account manager either way so nobody is caught out. Once the new pickup is locked in, I'd update the WMS and keep an eye on it until the shipment actually moves."

2. Tell me about a time you resolved a discrepancy between an inventory record and physical stock.

Why they ask

Inventory accuracy is central to the role, and this question tests attention to detail and how you handle problems that could affect customer orders.

How to structure your answer

STAR: situation, task, action, result.

Example answer

"In a previous warehouse role, a stock count didn't match what the WMS showed for a line item due to go out that day. I recounted the physical stock myself rather than assuming the system was right, and found a batch had been receipted under the wrong item code. I corrected the record, flagged the issue to the warehouse supervisor so the receiving process could be checked, and the order still shipped on time with accurate stock levels going forward."

3. A key transport operator cancels a pickup at short notice and you have several delivery deadlines to meet. What do you do?

Why they ask

This tests judgement under pressure and how you prioritise when there isn't a perfect solution available.

How to structure your answer

Judgement-under-pressure structure: assess the immediate risk, decide priorities, communicate, then act.

Example answer

"I'd quickly work out which deliveries have the tightest deadlines or the most impact if they slip, since I can't treat every shipment as equally urgent. I'd contact backup transport operators straight away to see who can cover the gap, even if it costs more for this one job. While that's happening, I'd let affected customers or account managers know there's a delay so they're not blindsided, and once a new carrier is confirmed I'd update the schedule and documentation so everyone downstream has accurate information."

4. What experience do you have with warehouse management systems like SAP or Oracle WMS, and how do you use them day to day?

Why they ask

WMS competency is a practical requirement, and the interviewer wants specifics rather than a general claim of familiarity.

How to structure your answer

Direct technical answer: name the systems used, describe specific tasks performed in them, note any reporting or troubleshooting done.

Example answer

"I've used a WMS daily to track inbound and outbound shipments, update stock movements and pull reports on delivery performance. I'm comfortable checking order status, adjusting inventory records when discrepancies come up, and using Excel alongside the WMS to build simple reports on transport costs when management needs a clearer picture than the system gives by default."

5. How would you handle a customer who calls angry about a delayed delivery?

Why they ask

Coordinators deal directly with frustrated customers and suppliers, so this checks communication style and de-escalation skills.

How to structure your answer

Client-facing response structure: acknowledge, gather facts, give a clear next step, follow up.

Example answer

"I'd let the customer explain the issue without cutting them off, then confirm the actual status of their shipment in the system before saying anything, so I'm not giving them incorrect information. I'd be upfront about the delay and give them a realistic new delivery time rather than a vague one, and I'd follow up once the shipment actually moves so they're not left wondering."

6. How do you make sure shipping documentation like customs forms and bills of lading are accurate before goods move?

Why they ask

Errors in documentation cause clearance delays and cost issues, so this checks process discipline around a task that's easy to rush.

How to structure your answer

Process walkthrough: what you check, in what order, and what you do if something doesn't match.

Example answer

"I check the bill of lading and customs paperwork against the actual order details, including quantities and item descriptions, before the shipment leaves. If anything doesn't match, I go back to the supplier or the person who raised the order rather than guessing at the correction. I keep a simple checklist for recurring shipments so common errors, like mismatched item codes, get caught before the paperwork is finalised."