

Post Office Manager interview questions

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What to expect

Interviews for Post Office Manager roles usually combine a conversation about your operational experience with practical questions about rostering, compliance and customer service. Employers want to see that you can run a busy counter, manage a small team and handle the detail of postal transactions and cash.

- **Process and operations:** Questions about how you run daily tasks like reconciliation, banking, stock ordering and rostering.
- **Behavioural:** Questions asking for real examples of leading a team, resolving conflict or improving service.
- **Scenario and judgement:** Situations where you have to decide what to do under pressure, such as staff shortages or a parcel dispute.
- **Technical:** Questions on Australia Post systems like ePOS and MyPost Business, and how you keep transactions accurate.
- **Safety and compliance:** Questions about workplace safety, mail security and following postal regulations.

Typically a first interview with an area manager or franchise owner, lasting about 45 to 60 minutes. It may include a walk-through of the outlet, a discussion of a recent customer issue, and questions on rostering, stock and compliance. Some employers ask for a short practical task, such as reviewing a roster or explaining how you would handle a mail lodgement error.

1. Walk me through how you manage the daily reconciliation and banking process at an outlet.

Why they ask

This shows whether you can handle cash accurately and follow Australia Post procedures.

How to structure your answer

Process walk-through: start with end-of-day takings, then explain counting, recording, variance checks, banking preparation and secure storage.

Example answer

"At the end of each day I run the ePOS reports and count the till against the system total. I record any variance straight away and look for common causes like a missed scan or a manual entry error. Once the figures balance, I prepare the banking in line with our security procedure, log it in the banking register and store it in the safe until pickup. I also keep a simple spreadsheet that tracks daily variances so I can spot patterns, like a particular shift that needs extra training."

2. Tell me about a time you dealt with a difficult customer complaint over a lost or delayed parcel.

Why they ask

Lost parcels are one of the most common and emotional issues at a post office counter.

How to structure your answer

STAR: situation, task, action, result. Focus on how you investigated, communicated and resolved.

Example answer

"A regular customer came in frustrated because a tracked parcel had not arrived after two weeks. I listened without interrupting, then checked the tracking and saw it had been scanned at a sorting

facility but not on board for delivery. I lodged an enquiry through the MyPost Business portal and gave the customer a reference number. I called her the next day with an update even though there was no news, and when the parcel was located two days later I arranged for it to be held at the counter so she could collect it. She left a positive comment about the follow through, and I now check tracking updates for any open enquiry each morning."

3. How would you handle a situation where two staff members call in sick on a busy Monday and you have a full day of parcel collections booked?

Why they ask

Staff shortages test your rostering and prioritisation skills.

How to structure your answer

Judgement under pressure: assess the day, prioritise essential tasks, use available resources, communicate clearly.

Example answer

"First I would confirm who is actually available and whether anyone can shift their start time. Then I would look at the parcel collection schedule and move non-urgent counter tasks to later in the day. I would step onto the counter myself to keep queues moving and ask a reliable casual if they can come in for a few hours. If not, I would contact the area manager for support and let any waiting customers know about possible delays. The priority is keeping mail and parcels moving safely and making sure no one is left alone on the floor during peak times."

4. What experience do you have with Australia Post ePOS and MyPost Business, and how do you use them to keep transactions accurate?

Why they ask

These are the core systems of the role and accuracy matters.

How to structure your answer

Technical/experience: name the systems, describe daily use, explain how you catch errors.

Example answer

"I use ePOS every day for counter transactions, including bill payments, lodgements and retail sales. I run a reconciliation at the end of each shift and check that every transaction type is coded correctly. With MyPost Business, I help small business customers set up accounts and track their lodgements. If I notice a repeated error, like a wrong postcode entry, I write a short note for the team and we go over it at the next toolbox talk. That keeps our transaction accuracy high and reduces the time spent fixing mistakes later."

5. Describe how you keep your team compliant with workplace safety and mail security procedures.

Why they ask

Compliance is a non-negotiable part of running a post office.

How to structure your answer

Behavioural: give an example of how you embed safety and security into daily routines.

Example answer

"I start by making safety part of the daily routine rather than a separate chore. We do a short check each morning on things like clear walkways, secure storage of high-value items and correct handling of dangerous goods. I run regular toolbox talks on mail security, including not leaving parcels unattended and checking identification for certain transactions. If I see a near miss, I record it and we talk about it as a team so everyone learns. I also keep the safety board up to date and make sure new staff complete their induction before they work on the counter."

6. How do you approach rostering to balance staff availability, award conditions and changing parcel volumes?

Why they ask

Rostering is a core manager task and affects cost, morale and service.

How to structure your answer

Process: explain how you gather information, build the roster, consult staff, and adjust.

Example answer

"I start by looking at the parcel volume patterns from the previous month and any known events, like a local market or a peak season. Then I check staff availability and leave requests before building the roster in Deputy. I make sure everyone gets their breaks and that we meet the award conditions for junior staff and penalty rates. I publish the roster at least two weeks ahead and ask for feedback. If volumes change, I can adjust shifts or call in a casual, but I try to give as much notice as possible so people can plan."