

Shipping Clerk interview questions

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What to expect

Shipping clerk interviews assess your accuracy, speed and ability to work within a team under daily deadlines. You will face a mix of practical process questions, behavioural scenarios and technical checks on the systems you use.

- **Process:** Walk-through questions about how you prepare orders, from pick slip to loading dock.
- **Behavioural:** Questions asking for examples of when you have caught errors, solved problems or worked to a tight deadline.
- **Technical:** Questions on using warehouse management systems, barcode scanners and carrier software.
- **Safety:** Questions on work health and safety practices in a warehouse despatch area.
- **Client-facing:** Questions on how you would handle customer enquiries about deliveries.
- **Scenario:** Hypothetical situations involving damaged goods, missing items or urgent carrier issues.

The interview usually starts with a brief introduction and a walk-through of your resume. Then the interviewer will ask a mix of process and technical questions to check your understanding of despatch procedures and systems. You might be given a scenario to work through. Finally, they will ask behavioural questions to see how you have handled past challenges, and give you time to ask your own questions.

1. Can you walk me through how you prepare an outbound order from receiving the pick slip to loading it on the truck?

Why they ask

Tests your understanding of the despatch workflow and attention to detail at each step.

How to structure your answer

A chronological walk-through: check pick slip against packed items, scan barcodes, print labels, weigh carton, book carrier, update WMS, stage for pickup.

Example answer

"Sure. First, I check the pick slip against the packed items to make sure everything is there and correct. Then I scan each barcode to confirm the items in the system. Next, I print the labels and any carrier paperwork, like a con note if it is going via StarTrack. I weigh and measure the carton to confirm the freight charge. After that, I book the pickup in the carrier's system and update our WMS to show the order as despatched. Finally, I stage the carton in the correct dispatch lane for the driver to collect."

2. Tell me about a time you noticed an error in an order before it shipped. What did you do?

Why they ask

Assesses your attention to detail and problem-solving under pressure.

How to structure your answer

STAR: describe the situation (what was wrong), task (what needed to happen), action (how you fixed it), result (outcome).

Example answer

"In my last role, I was checking a pallet that was about to be loaded when I noticed the quantity on the pick slip did not match the cartons. The order was for 20 units but only 18 were packed. I immediately

told my supervisor and checked the warehouse for the missing items. Two cartons were still on the packing bench. I added them, updated the system, and we made the cut-off with five minutes to spare. The customer received the full order and we avoided a credit note."

3. How do you use a warehouse management system to update stock levels and order status?

Why they ask

Checks your practical knowledge of WMS and data accuracy.

How to structure your answer

Describe the typical steps: scanning items, entering quantities, marking order as despatched, reconciling stock. Mention accuracy checks.

Example answer

"When I scan items during packing, the WMS automatically deducts them from stock. If I find a discrepancy, I do a cycle count to confirm the actual quantity and adjust the system. For order status, I select the order and change it to despatched after booking the carrier. I also run an end-of-day report to check that all orders have been updated and no stock is showing as available when it should not be."

4. What are the key WHS considerations when working in the despatch area?

Why they ask

Ensures you understand safety responsibilities in a warehouse environment.

How to structure your answer

List hazards: manual handling, forklifts, slips, trips. Then explain safe practices: correct lifting, high-vis, traffic management, reporting hazards.

Example answer

"Key things are being aware of forklift traffic and always using pedestrian walkways. I make sure I lift cartons correctly, using a trolley or asking for help if they are heavy. I keep my work area clear of trip hazards and wear the required high-vis vest and safety boots. If I see a spill or a damaged rack, I report it immediately and do not try to fix it myself unless trained."

5. A customer calls to ask where their order is because it has not arrived. How do you handle it?

Why they ask

Tests your customer service and ability to track shipments.

How to structure your answer

Listen, apologise, check tracking, provide clear update, follow up. Keep it professional.

Example answer

"I would start by listening to their concern and apologising for the delay. Then I would ask for their order number and check the tracking in our system or the carrier's portal. If it is in transit, I would give them the expected delivery date. If it is stuck, I would contact the carrier to get an update and call the customer back with a clear answer. I would also log the issue so we can review if it is a recurring problem."

6. You are about to load a truck and realise the carrier has sent the wrong size vehicle. What do you do?

Why they ask

Assesses judgement under pressure and ability to solve logistical problems.

How to structure your answer

Stay calm, assess impact, contact carrier, prioritise urgent orders, communicate with team and customer if needed, document.

Example answer

“First, I would check if the vehicle can still take the load, maybe by adjusting the packing. If not, I would call the carrier to see if they can send a larger vehicle or if we can split the load. I would prioritise any urgent orders and let my supervisor know. If it means a delay, I would ask the customer service team to inform the customer. Afterwards, I would note the issue so we can update our carrier instructions to prevent it happening again.”