

Tow Truck Driver interview questions

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What to expect

Tow truck driver interviews blend practical assessment with scenario and behavioural questions. Employers want to know you can handle the vehicle, the equipment and the pressure of roadside incidents.

- **Process:** Questions about how you handle a callout from dispatch to completion.
- **Behavioural:** Questions about past experiences with customers, safety or difficult recoveries.
- **Scenario:** Hypothetical roadside incidents where you must make safe decisions quickly.
- **Technical:** Questions about loading, securing and operating recovery equipment.
- **Safety:** Questions about fatigue, hazard assessment and compliance with heavy vehicle rules.
- **Client-facing:** Questions about dealing with upset or stressed customers.

Typically, you will have a phone screen with a dispatcher or supervisor, then a practical driving and loading assessment at the depot, followed by a panel interview with an operations manager and a safety officer. Some employers combine the practical and panel into one session.

1. Walk me through how you would respond to a breakdown callout on a busy motorway.

Why they ask

This tests your process knowledge and ability to prioritise safety while working near fast-moving traffic.

How to structure your answer

Process walk-through. Start with dispatch details, then arrival and scene assessment, then loading, then transport and paperwork.

Example answer

"First I confirm the location, vehicle type and any hazards with dispatch. On arrival I park my truck to protect the scene, put on my high-vis and check for traffic. I assess the vehicle's position and weight, then decide whether to use the tilt tray or underlift. I secure the vehicle with straps and chains, do a final check, and transport it to the nominated repairer or yard. After unloading I complete the job sheet and payment details."

2. Tell me about a time you had to deal with an upset customer whose car was damaged during towing.

Why they ask

This checks your customer service and conflict resolution skills under stress.

How to structure your answer

STAR. Describe the situation, your task, the action you took, and the result.

Example answer

"At a previous towing company, a customer's bumper was scratched during a tight recovery. I listened to their concerns, apologised sincerely, and explained exactly what happened. I took photos of the damage, reported it to my supervisor immediately, and helped the customer lodge a claim. I followed up the next day to confirm the repair was booked. The customer appreciated the honesty and we kept their business."

3. You arrive at an accident scene and find a vehicle on its side with a person trapped. What do you do?

Why they ask

This tests your judgement under pressure and your understanding of scene safety and emergency protocols.

How to structure your answer

Judgement under pressure. Prioritise safety, emergency services, and non-interference until directed.

Example answer

"My first priority is safety for everyone. I would park my truck to block traffic, call emergency services if they are not already there, and check if it is safe to approach. I would not move the vehicle unless directed by police or paramedics. I would keep the person calm, avoid giving medical advice, and secure the scene until the professionals arrive. Once they give the all-clear, I would plan the recovery with the police."

4. What steps do you take to secure a vehicle on a tilt tray before transport?**Why they ask**

This tests your technical knowledge of load restraint and equipment operation.

How to structure your answer

Technical procedure. Explain the sequence clearly, including checks and adjustments.

Example answer

"I start by checking the vehicle's wheels and steering. I drive or winch it onto the tray, then apply the parking brake and put it in gear or park. I use four-point tie-down straps around the wheels or chassis, not the body panels. I check the straps are tight and not rubbing on brake lines or fuel lines. I also secure any loose parts and do a final walk-around before moving off."

5. How do you manage fatigue on long shifts and on-call work?**Why they ask**

This tests your safety awareness and understanding of heavy vehicle fatigue rules.

How to structure your answer

Safety and self-awareness. Describe your habits, knowledge of rules, and willingness to speak up.

Example answer

"I plan my rest breaks around the heavy vehicle fatigue rules, and I do not push through when I feel tired. I keep water and healthy snacks in the truck, and I use the radio or dispatch to let them know if I need a break. On call, I try to sleep when I can and keep my phone on loud. If a job comes in and I am not fit to drive, I tell my supervisor rather than risk an accident."

6. Describe your experience with hydraulic winches and underlifts.**Why they ask**

This tests your hands-on equipment skills and ability to inspect and operate recovery gear safely.

How to structure your answer

Technical experience. Give specific examples of equipment used, tasks performed, and safety checks.

Example answer

"I have used hydraulic winches to recover vehicles from ditches and soft ground, including remote controls and snatch blocks for angle changes. I have also operated underlifts to lift and tow cars from illegal parking spots. I always inspect cables, hooks and hydraulic lines before each use, and I follow the load limits for the equipment."