



## Interview Guide

### Maintenance Technician

**Instructions:** This guide ensures consistent, fair, and competency-based interviews across all candidates. Select 2–4 questions per competency category, rate responses using the Interview Evaluation Scorecard Summary (1–5 scale). All interviewers are required to fully complete the Interview Evaluation Scorecard Summary for every candidate. All scorecard fields must be completed to be considered valid.

A triangulated interview process is required to align with the Interview Excellence Partnership (IEP). This includes multiple interviewers assessing the candidate using the guide and submitting their scorecards.

**Reminder:** The completed guide must be uploaded to JazzHR (Candidate Documents tab) for HR to proceed with an offer. Missing or incomplete guides will delay or prevent offer approval.

|                                              |                           |
|----------------------------------------------|---------------------------|
| <b>Candidate Name:</b>                       | <b>Date of Interview:</b> |
| <b>Position Title &amp; Store Number(s):</b> | <b>Interviewer Name:</b>  |

#### Ice Breakers

- What's something most people wouldn't guess about you?
- If you could instantly become an expert in any skill, what would it be and why?

#### Background & Motivation

1. What interests you about WhiteWater, or what prompted you to apply?
2. Please walk me through your professional background and share what's prompting you to explore a change from your current role or company.
3. What do you enjoy most/least about your current position?
4. What are you looking for in your next role?
5. What motivates you to do your best work?
6. How do you stay focused and productive on the job?
7. Can you describe a time when you went above and beyond in your work?





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#### **Equipment and Systems Familiarity**

1. What types of machinery or equipment have you worked with in previous roles?
2. Can you walk me through your experience with troubleshooting and repairing mechanical, electrical, and hydraulic systems?
3. Tell me about your experience working with PLCs, HMIs, VFDs or other industrial automation systems?
4. Describe your experience with using CMMS (Computerized Maintenance Management Systems).

#### **Diagnostic and Repair Experience**

1. Can you walk me through two recent examples of equipment or systems you diagnosed and repaired?
  - What was the issue, and how did you identify it?
  - What tools and techniques did you use?
  - What challenges did you encounter during these repairs, and how did you overcome them?
2. What's your general process for identifying root causes versus addressing only the symptoms of a problem?
3. Can you share an example of a time when you had to diagnose and repair an issue quickly under pressure? What was the outcome?

#### **Problem-Solving Skills**

1. Can you tell me about the most difficult problem you have had to solve?
  - a. How did you approach the problem?
  - b. What resources did you use?
  - c. What was the outcome?





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2. Can you provide an example of a time when you had to think outside the box to solve a problem?
3. Can you tell me about a time when there was a problem you could not solve?
  - a. What steps did you take?
  - b. Why were you unable to solve it?
  - c. What did you learn from the experience?
4. When you encounter a problem you can't immediately handle or solve, what steps do you take?
5. How do you determine when it's appropriate to ask for help versus continuing to work through it on your own?
6. Who do you typically turn to for assistance, and why?
7. Can you describe a time when you had to collaborate with others to solve a problem? What was your role and the outcome?

### Customer Service

1. How do you communicate effectively with customers to ensure their needs and concerns are understood?
2. How do you handle customer complaints or concerns?
3. How would you deal with an overly concerned or anxious client?
4. Can you describe a time when you had to communicate technical information to non-technical team members? How did you ensure understanding?





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#### **Organization & Prioritization**

1. Why is it important to maintain accurate records related to clients, service history, and equipment?
2. How do you stay organized when tracking maintenance tasks, parts inventory, and equipment history?
3. How do you ensure your records remain accurate and up-to-date?
4. How do you prioritize issues and tasks throughout the week?
5. What factors do you consider when determining priority?
6. How do you handle conflicting priorities?
7. Can you describe a time when you had to manage multiple tasks and deadlines? What was your approach and outcome?

#### **Accountability & Time Management**

1. Tell me about a time you made a mistake on a repair or maintenance task. How did you handle it?
2. Tell me about a time you identified a potential safety or equipment issue before it became a major problem. What did you do?
3. How do you handle it if you realize you won't meet a deadline for a repair or task?
4. Describe a time when a supervisor or coworker questioned the quality of your work. How did you respond?
5. Tell me about a time you were under pressure to restore equipment quickly. How did you manage the situation?
6. How do you prioritize multiple maintenance requests that come in at the same time?
7. How do you ensure that routine maintenance tasks don't get overlooked during busy shifts?





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#### **Closing**

- This role requires working multiple shifts and/or being on call for emergency repairs. Is this something you can commit to?
- What are your salary expectations for this role?
- If you were selected for this role, when would you be able to start?





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### Interview Evaluation Scorecard Summary

| Competency Ratings (circle one) |       |         |            |          |                                                                                 |
|---------------------------------|-------|---------|------------|----------|---------------------------------------------------------------------------------|
| Introductory                    | Basic | Capable | Proficient | Advanced | Competency<br><i>These competencies should correlate to the questions above</i> |
| 1                               | 2     | 3       | 4          | 5        | Background & Motivation                                                         |
| 1                               | 2     | 3       | 4          | 5        | Equipment and Systems Familiarity                                               |
| 1                               | 2     | 3       | 4          | 5        | Diagnostic and Repair Experience                                                |
| 1                               | 2     | 3       | 4          | 5        | Problem-Solving Skills                                                          |
| 1                               | 2     | 3       | 4          | 5        | Customer Service                                                                |
| 1                               | 2     | 3       | 4          | 5        | Organization & Prioritization                                                   |
| 1                               | 2     | 3       | 4          | 5        | Accountability & Time Management                                                |

|                                                                                                                 |                                                                           |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <b>CANDIDATE'S STRENGTHS</b>                                                                                    | How will these strengths support what is required for the position?       |
|                                                                                                                 |                                                                           |
| <b>CANDIDATE'S WEAKNESSES</b>                                                                                   | How could these weaknesses be addressed in connection with this position? |
|                                                                                                                 |                                                                           |
| Would you consider this weakness a "deal breaker"? <input type="checkbox"/> Yes <input type="checkbox"/> No     |                                                                           |
| <b>Would you recommend hiring with this candidate?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No |                                                                           |

Additional comments:

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