

Pool Technician interview questions

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What to expect

Pool Technician interviews focus on practical water chemistry knowledge, equipment troubleshooting and how you deal with customers. Employers want to know you can work unsupervised, follow safety rules and represent the business well on site.

- **Technical:** Questions about water chemistry, pump and filter servicing, and fault diagnosis.
- **Safety and compliance:** How you handle chemicals, follow WHS requirements and meet pool safety standards.
- **Customer-facing:** How you explain water balance, advise on pool care and manage customer expectations.
- **Scenario:** Judgement questions about urgent water quality issues or equipment breakdowns.
- **Behavioural:** Past examples of solving problems, working alone and staying reliable.
- **Process:** Walk-throughs of how you run a service visit from arrival to sign-off.

The interview usually starts with a phone screen, then a face-to-face with the service manager or business owner. Some employers include a practical task, such as testing a water sample or explaining a pump setup, or a ride-along on a service route.

1. Walk me through how you test and balance pool water on a typical service visit.

Why they ask

This checks your technical process and whether you understand the order of adjustments.

How to structure your answer

Use a step-by-step walk-through: test, record, adjust in the right order, re-test and advise the customer.

Example answer

"I start by testing free chlorine, pH, total alkalinity and stabiliser with a Palintest photometer. I record the results on my service app. If alkalinity is low, I adjust that first because it stabilises pH. Then I adjust pH, then chlorine. I run the pump while chemicals circulate, then re-test to confirm the water is balanced. Before I leave, I tell the customer what I added and any actions they need to take before the next visit."

2. Tell me about a time you diagnosed a tricky leak or equipment fault. How did you approach it?

Why they ask

This shows your troubleshooting method and whether you can work independently.

How to structure your answer

Use STAR: situation, task, action, result. Focus on how you isolated the cause and what you did.

Example answer

"A customer had a pump that kept losing prime. The task was to find out why before replacing the pump. I checked the obvious things first: basket, O-ring, suction line. I isolated the skimmer and heard air sucking. I pressure-tested the line and found a cracked fitting underground. I quoted the repair, dug down, replaced the fitting and refilled the line. The pump held prime and the customer avoided buying a new pump."

3. A customer calls you because their pool is green and they have guests arriving tomorrow. What do you do?

Why they ask

This tests your judgement under pressure and how you manage customer expectations.

How to structure your answer

Show a calm, prioritised response: assess, act fast, be honest about what is possible.

Example answer

"I ask how green it is and what the water chemistry was last time. I tell them I can come out within the hour. On site, I test the water, shock dose it, brush the walls, run the filter continuously and add a clarifier if needed. I explain that the water might not be perfectly clear by tomorrow but I can make it safe to swim. I leave them with instructions to keep the pump running and to call me if it does not improve."

4. How do you make sure you are working safely and compliantly on every site?

Why they ask

Safety is critical with chemicals, electricity and public pools.

How to structure your answer

List your routine: risk check, chemical handling, WHS, pool barrier standards.

Example answer

"Before I start, I do a quick risk check of the area, especially if there are children or pets nearby. I follow the safety data sheets for every chemical and never mix them. I use personal protective equipment when handling acids or chlorine. I check that pool barriers and gates meet AS 1926 requirements and report any issues to the customer. I also keep my equipment in good condition and tag and test electrical gear as required."

5. Describe how you explain water balance to a customer who is not technical.

Why they ask

This shows your customer service and ability to build trust.

How to structure your answer

Use plain language, a simple analogy and a clear checklist.

Example answer

"I say that pool water is like a recipe: if one ingredient is out, the whole thing tastes wrong. I tell them the three main things I check: sanitiser, pH and alkalinity. I explain what each one does in simple terms. Then I give them a one-page summary with the current readings, what I added and anything they need to do, like topping up the water level or running the pump for a set number of hours."

6. You are running behind schedule and a customer is upset. How do you handle it?

Why they ask

This checks reliability and customer-facing problem solving.

How to structure your answer

Acknowledge, communicate, solve, follow up.

Example answer

"I call the customer as soon as I know I am behind. I apologise and give them a realistic arrival window. I ask if there is any urgent issue, like a green pool or a leak, that needs me sooner. If not, I offer to reschedule or come later in the day. When I arrive, I do the service as normal and make sure

everything is clean and working. I follow up the next day to confirm they are happy."