

Restoration Technician interview questions

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What to expect

Restoration technician interviews combine technical assessment, safety awareness and client-facing communication. Employers want to know you can make sound decisions under pressure and work cleanly and safely on damaged properties.

- **Process and technical:** How you assess damage, set up drying equipment, document work and use specialist tools.
- **Behavioural:** Teamwork, customer service, problem-solving and how you have handled difficult situations on site.
- **Safety and compliance:** WHS, asbestos, confined spaces, working at heights and mould remediation standards.
- **Scenario and judgement:** What you would do in a specific urgent situation, such as equipment failure or a dispute with a property owner.
- **Client-facing:** Explaining delays, drying timelines or insurance processes to property owners and adjusters.

Typically a phone screen with a recruiter or supervisor, followed by a face-to-face interview with a restoration manager or team leader. Some employers include a practical component, such as identifying equipment or walking through a mock job. You may also be asked to provide copies of certifications like IICRC, White Card or police check.

1. Walk me through how you assess a water-damaged property from arrival to setting up drying equipment.

Why they ask

This tests your technical process and ability to work methodically on an urgent job.

How to structure your answer

Process walk-through: start with safety and client communication, then move through assessment, extraction, equipment placement and monitoring.

Example answer

"On arrival, I first check for safety hazards like electrical risk and structural damage. I introduce myself to the property owner and ask about the source and duration of the water. I use a moisture meter and thermal imaging camera to map the extent of moisture in walls, floors and ceilings. I record readings and take photos. Then I remove any standing water with an extraction unit, remove contaminated materials like wet carpet and underlay, and set up air movers and dehumidifiers according to the affected area. I place them to create a drying vortex and check that doors and windows are closed. I explain the drying process to the owner and schedule daily monitoring."

2. Tell me about a time you had to deal with a difficult customer during a restoration job.

Why they ask

Restoration work often involves stressed property owners, so employers want to see empathy and calm communication.

How to structure your answer

STAR: describe the situation, the task, the action you took and the result.

Example answer

"Situation: A homeowner was upset because their insurance company hadn't approved additional drying equipment. Task: I needed to keep the job moving while managing their frustration. Action: I listened, explained the insurance process clearly, and offered to call the adjuster with them to request approval. I also sent daily photo updates so they could see progress. Result: The equipment was approved the next day and the owner later thanked me for keeping them informed."

3. What safety procedures do you follow when entering a property with potential asbestos or mould?

Why they ask

This is a high-risk area and employers need to know you will not cut corners.

How to structure your answer

Hazard assessment and compliance: outline how you identify risks, what you do before entering, and which regulations or standards you follow.

Example answer

"I never enter a property without checking the scope of work and any asbestos register. If asbestos is suspected, I stop work and call my supervisor; I don't disturb the material. For mould, I wear a P2 respirator, gloves, eye protection and disposable coveralls. I set up containment with plastic sheeting and negative air machines if required. I follow WHS regulations and the IICRC S520 standard for mould remediation. I also ensure the area is isolated from occupants and that I decontaminate before leaving."

4. Give me an example of a time you had to solve a problem on site with limited equipment.

Why they ask

Restoration jobs often throw up unexpected challenges and interviewers look for resourcefulness.

How to structure your answer

STAR or problem-solving: state the problem, what you had to achieve, the action you took and the outcome.

Example answer

"Situation: I arrived at a flooded basement and found the sump pump had failed. Task: I needed to remove water quickly without the usual extraction unit. Action: I improvised using a portable pump and a series of hoses to drain water to a nearby drain, while monitoring for electrical hazards. I called the office to arrange a replacement extraction unit for the next morning. Result: We removed enough water to prevent further damage to the lower level and the job stayed on schedule."

5. How do you document a restoration job for insurers, and why is that important?

Why they ask

Documentation is central to getting claims approved and protecting everyone involved.

How to structure your answer

Process and rationale: explain what you record, how you record it and why it matters.

Example answer

"I take photos before, during and after the work. I record moisture readings daily, note equipment placement and the date and time of each visit. I write a clear scope of work and keep all receipts for materials. This documentation supports the insurance claim and protects the property owner and my employer. It also helps if there's a dispute about the cause or extent of damage. I use Xactimate to prepare estimates when required."

6. Describe a time you had to work as part of a team to complete a large restoration job.

Why they ask

Restoration technicians rarely work alone on significant jobs, so teamwork and coordination are key.

How to structure your answer

STAR: set the scene, describe your role and the team's goal, your actions, and the result.

Example answer

"Situation: A three-storey office building was flooded after a storm. Task: Our team of six had to dry the entire ground floor and part of the first floor within a week. Action: I coordinated with the team leader to divide areas, set up equipment, and share monitoring duties. I also communicated with the building manager about access and noise. Result: We finished the drying and cleaning within five days, and the building reopened on schedule."