

Warehouse Administrator interview questions

careertips.com.au: common questions and what they're really testing

What to expect

Interviews for warehouse administrator roles focus on your ability to keep systems accurate, communicate clearly with drivers and suppliers, and handle the pressure of a busy despatch schedule. Employers look for someone who can spot discrepancies and solve problems without letting small errors become big ones.

- **Process and systems questions:** How you handle inventory records, shipment documentation and warehouse management systems.
- **Behavioural questions:** Past examples of solving stock discrepancies, meeting deadlines or improving a process.
- **Scenario-based questions:** How you would react to unexpected deliveries, missing paperwork or urgent stock requests.
- **Technical skills questions:** Your proficiency with Excel, SAP, RF scanners and transport management systems.
- **Stakeholder communication questions:** How you liaise with drivers, suppliers and internal teams to keep deliveries on track.

Typically a phone screen with a recruiter or warehouse manager, followed by a face-to-face interview at the site. You may be asked to complete a short practical test using a WMS or spreadsheet, or to walk through a recent example of your work. The interview usually involves the warehouse supervisor and possibly a team leader, with time to ask your own questions.

1. Walk me through how you process an inbound shipment from arrival to putting stock away in the system.

Why they ask

Tests your understanding of the end-to-end receiving process and where errors can creep in.

How to structure your answer

Give a step-by-step walk-through. Start with checking paperwork and the purchase order, then move to inspecting goods, recording receipt in the WMS, generating labels and handing off to the putaway team. Highlight how you maintain accuracy at each step.

Example answer

"When a shipment arrives, I start by checking the delivery docket against the purchase order in our WMS. Next, I inspect the goods for damage or short supply, and note any issues on the paperwork. I then enter the receipt into the system, generate barcode labels for each pallet, and pass the paperwork and labels to the putaway team. I make sure the stock is recorded in the correct location so that pickers can find it immediately."

2. Tell me about a time you found a stock discrepancy. How did you handle it?

Why they ask

Shows your problem-solving approach and attention to detail.

How to structure your answer

Use STAR. Describe the situation, the task of finding the discrepancy, the action you took to investigate and resolve it, and the result.

Example answer

"In my last role, our monthly cycle count showed a shortfall of 50 units on a fast-moving item. My task was to find out why and fix the record. I pulled the receiving reports and found that a pallet had been scanned into the wrong location. I corrected the location in the system, adjusted the stock record, and retrained the team member on scanning procedures. The result was that the next count was accurate and we avoided a stockout for a key customer."

3. A driver arrives with a delivery that is not on today's schedule. What do you do?

Why they ask

Assesses your judgement under pressure and your ability to communicate with drivers and supervisors.

How to structure your answer

Show a calm, logical approach. Check the delivery paperwork, confirm whether it is urgent or a mistake, communicate with your supervisor and the driver, and find a safe solution without disrupting the rest of the schedule.

Example answer

"First, I would ask the driver for the consignment note and check it against our system. If the delivery is genuinely for us but unscheduled, I would check with my supervisor whether we can fit it in. If not, I would ask the driver to wait while I contact the supplier to reschedule, and I would make sure the driver has a comfortable place to wait. If it is a wrong delivery, I would politely explain and direct the driver to the right location."

4. How do you use Excel to track or reconcile inventory data?

Why they ask

Tests your spreadsheet skills and how you apply them to warehouse administration.

How to structure your answer

Describe specific functions and how you use them. Mention VLOOKUP or XLOOKUP, pivot tables, conditional formatting, and how you use these to compare data and spot errors.

Example answer

"I use Excel to compare our WMS stock report with supplier invoices. I typically use VLOOKUP to match item codes and quantities, then conditional formatting to highlight any mismatches. I also build pivot tables to summarise stock movements by location, which helps me see where discrepancies are most common. This lets me investigate quickly and correct records before they affect customer orders."

5. How do you handle a supplier who repeatedly sends incorrect paperwork?

Why they ask

Tests your customer service and problem-solving skills with external parties.

How to structure your answer

Show a professional, solution-focused approach. Acknowledge the issue, gather evidence, communicate clearly with the supplier, and escalate if needed while maintaining the relationship.

Example answer

"I would start by documenting each incorrect paperwork issue with dates and details. Then I would call the supplier's account manager to explain the impact on our receiving process and ask if we can agree on a checklist or a template. If the problem continued, I would escalate to my supervisor and suggest we review the supplier's performance. Throughout, I would stay polite and focus on finding a fix that works for both sides."

6. What steps do you take to ensure your data entry is accurate under time pressure?

Why they ask

Assesses your ability to maintain accuracy when busy, which is critical for this role.

How to structure your answer

Explain your personal system: prioritising tasks, double-checking key fields, using shortcuts or templates, and asking for help when needed.

Example answer

"I prioritise by deadline and impact. For example, I always process urgent customer orders first. I use a double-check routine: after entering data, I review the entry against the source document, especially for item codes and quantities. I also set up Excel templates for recurring tasks so I do not have to re-enter the same information. If I am falling behind, I let my supervisor know early so we can adjust."