

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · BACK OFFICE EXECUTIVE

1	Could you please explain the steps involved in a typical back-office transaction from start to finish?	1 2 3 4 5	
2	What knowledge and skills could you bring to this role?	1 2 3 4 5	
3	How would you handle complex customer inquiries or requests?	1 2 3 4 5	
4	Are there any software programs or tools familiar to you for back-office management duties?	1 2 3 4 5	
5	Have you managed large teams of individuals before, and how did it go?	1 2 3 4 5	
6	What success have you had in improving the efficiency and accuracy of back-office operations?	1 2 3 4 5	
7	Are there any industry best practices or standards you know for back-office management?	1 2 3 4 5	
8	What strategies do you use to remain organized in handling multiple back-office tasks?	1 2 3 4 5	
9	Are there any challenges you have faced while working as a Back Office Executive? How did you overcome them?	1 2 3 4 5	
10	Could you provide examples of how you have used problem-solving skills to resolve back-office issues?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	

CRITERIA	SCORE (1-5)	NOTES
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.