

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · BENEFITS ADVISOR

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Can you explain what you understand by the term 'employee benefits' and why they are important?

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How do you stay informed about changes and updates in laws related to employee benefits, such as healthcare and retirement plans?

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Describe a challenging situation you have faced as a Benefits Advisor and how you resolved it.

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How do you approach explaining complex benefits information to employees who might not have a background in finance or insurance?

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Can you give an example of how you have negotiated with a benefits provider to get the best deal for an employer and its employees?

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How do you ensure that all employees understand and appreciate the full value of their benefits package?

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Discuss a time when you had to handle a sensitive situation regarding an employee's benefits claim. How did you ensure confidentiality and empathy?

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What strategies do you use to help employees plan for their retirement using the benefits available to them?

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How do you manage and prioritize your tasks when there are changes to be made across multiple employee benefits packages at once?

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In your opinion, what is the biggest challenge facing Benefits Advisors today, and how would you address it?

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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	

CRITERIA	SCORE (1-5)	NOTES
Communication Team building and communication skills.	① ② ③ ④ ⑤	
Organizational Fit Would this hire steer the organization the right way?	① ② ③ ④ ⑤	
Directional Fit A step forward, or backward, in their career?	① ② ③ ④ ⑤	

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.