

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · BENEFITS REPRESENTATIVE

1	What experience do you have with benefits administration?	12345	
2	How would you handle a difficult customer situation?	12345	
3	What knowledge do you have about various insurance plans and benefits programs?	12345	
4	What tools are essential for administering employee benefit programs effectively?	12345	
5	How do you stay current on changes in insurance and benefits policies?	12345	
6	What strategies have you used to ensure the accurate filing of employee benefit information?	12345	
7	How do you go about resolving conflicts between employees regarding their benefits?	12345	
8	Do you have experience providing training to employees on their benefits?	12345	
9	How do you prioritize tasks when administering employee benefits?	12345	
10	What methods do you use to ensure that all deadlines are met for benefit-related paperwork and filing?	12345	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	12345	
Prior Work Experience Skills or qualifications acquired through past work.	12345	
Qualifications / Experience The technical skills the position actually needs.	12345	
Problem Solving Abilities Demonstrated critical problem-solving.	12345	
Communication Team building and communication skills.	12345	
Organizational Fit Would this hire steer the organization the right way?	12345	

CRITERIA

SCORE (1-5) NOTES

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.