

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · BILLING ANALYST

1	Can you walk me through your experience as a Billing Analyst and how it has prepared you for this role?	1 2 3 4 5	
2	Imagine you discover a consistent billing error that has been overlooked for several months. How would you handle it?	1 2 3 4 5	
3	What billing software or systems have you worked with in the past, and how comfortable are you with learning new systems?	1 2 3 4 5	
4	How do you ensure accuracy in your billing processes, especially when handling a high volume of invoices?	1 2 3 4 5	
5	Describe a time when you had to collaborate with another department (e.g., Sales or Customer Service) to resolve a billing discrepancy. How did you handle it?	1 2 3 4 5	
6	Tell me about a particularly challenging billing issue you've encountered and the steps you took to resolve it.	1 2 3 4 5	
7	How do you stay updated on the latest billing regulations and ensure compliance in your work?	1 2 3 4 5	
8	Have you ever identified an opportunity for improvement in a billing process? How did you approach it and what was the outcome?	1 2 3 4 5	
9	Billing often comes with tight deadlines, especially at month-end. How do you manage stress and ensure that everything is completed on time?	1 2 3 4 5	
10	How do you handle inquiries or disputes from customers regarding their bills?	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.