

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · BILLING CLERK

1	What experience do you have working with accounts receivable and billing systems?	1 2 3 4 5	
2	Are you comfortable interpreting data from multiple sources to create billing records?	1 2 3 4 5	
3	What have been some of your successful strategies for increasing customer satisfaction while dealing with billing issues?	1 2 3 4 5	
4	What is your experience in basic accounting concepts such as debits, credits, accounts payable/receivable, etc.?	1 2 3 4 5	
5	How familiar are you with industry-standard practices related to creating invoices and collecting payments on time?	1 2 3 4 5	
6	How comfortable are you with various software programs to manage accounts and billing records?	1 2 3 4 5	
7	What measures have you taken in the past to reduce overdue accounts?	1 2 3 4 5	
8	Describe a time when you had to manage multiple projects at once that involved billing operations.	1 2 3 4 5	
9	How do you ensure accuracy when preparing billing statements for customers?	1 2 3 4 5	
10	What strategies have you used in the past to ensure timely collection of payments from customers?	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.