

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · BILLING SPECIALIST

1	What experience do you have with invoicing?	1 2 3 4 5	
2	What software programs are you familiar with for billing?	1 2 3 4 5	
3	Can you tell me about a time when you had to resolve a billing dispute?	1 2 3 4 5	
4	How would you go about tracking payments?	1 2 3 4 5	
5	Do you have any customer service experience?	1 2 3 4 5	
6	What is your understanding of accounts receivable work?	1 2 3 4 5	
7	Can you provide an example of a time when you had to track and follow up on payments?	1 2 3 4 5	
8	Have you ever had to work with insurance companies? If so, how was that experience?	1 2 3 4 5	
9	What software platforms are you familiar with using for billing purposes?	1 2 3 4 5	
10	How do you stay organized and on top of your billing duties?	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	
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.