

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CALL CENTER MANAGER

1	What experience do you have managing a call center?	1 2 3 4 5	
2	How do you measure the success of your call center?	1 2 3 4 5	
3	What are the critical skills of a successful call center manager?	1 2 3 4 5	
4	How do you stay organized and on top of all your responsibilities?	1 2 3 4 5	
5	What strategies have you used to ensure customer satisfaction?	1 2 3 4 5	
6	Describe how you motivate yourself and your staff.	1 2 3 4 5	
7	How have you implemented technology to manage the call center better?	1 2 3 4 5	
8	How do you prioritize tasks when working on a large number of calls?	1 2 3 4 5	
9	In what ways have you increased efficiency within the call center?	1 2 3 4 5	
10	What initiatives have you taken to increase customer engagement and loyalty?	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.