

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CALL CENTER SUPERVISOR

1	Could you give me an overview of your experience with call center management?	1 2 3 4 5	
2	What strategies do you have for dealing with demanding customers?	1 2 3 4 5	
3	How would you handle staff conflict?	1 2 3 4 5	
4	Could you think of a time when you had to handle a difficult situation at work expertly?	1 2 3 4 5	
5	How do you prioritize customer service and efficiency in the call center?	1 2 3 4 5	
6	What are the primary responsibilities of a Call Center Supervisor?	1 2 3 4 5	
7	What is your managerial experience?	1 2 3 4 5	
8	What qualities do you think are essential for a Call Center Supervisor?	1 2 3 4 5	
9	Could you give an example of a time when you had to manage more than one thing simultaneously?	1 2 3 4 5	
10	How do you stay current with new call center management trends?	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.