

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CLIENT SERVICE COORDINATOR

1	What experience do you have in client service roles?	1 2 3 4 5	
2	What tactics have you employed to ensure that your customers are content and fulfilled?	1 2 3 4 5	
3	How would you handle a difficult client situation?	1 2 3 4 5	
4	Do you have any experience with problem-solving or conflict resolution?	1 2 3 4 5	
5	Could you describe when your actions positively impacted the customer's experience?	1 2 3 4 5	
6	Do you consider yourself an effective communicator, both verbally and through writing?	1 2 3 4 5	
7	Are you comfortable working in a fast-paced environment?	1 2 3 4 5	
8	What strategies do you use to stay organized and manage multiple tasks?	1 2 3 4 5	
9	How do you prioritize customer requests to ensure all needs are met promptly?	1 2 3 4 5	
10	How do you keep up with industry trends and changes in client service coordination?	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	

CRITERIA

SCORE (1-5) NOTES

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.