avaHR

Client Services Manager Candidate Scorecard

Score every candidate against the same questions and criteria

CANDIDATE	INTERVIEWER	DATE	STAGE

INTERVIEW QUESTIONS · CLIENT SERVICES MANAGER

1	What experience do you have working with clients?	① ② ③ ④ ⑤	
2	Describe how you prioritize tasks when managing multiple clients.	① ② ③ ④ ⑤	
3	Are there any challenges regularly in Client Services Management roles, and how do you address them?	① ② ③ ④ ⑤	
4	What techniques do you employ to build and maintain relationships with clients?	① ② ③ ④ ⑤	
5	How do you stay organized when managing multiple projects or dealing with different stakeholders?	① ② ③ ④ ⑤	
6	How do you ensure all client requirements are met on time and within budget?	① ② ③ ④ ⑤	
7	Do you use any tools, processes, or methods to manage client projects?	① ② ③ ④ ⑤	
8	Can you provide examples of how you have solved problems for clients or exceeded their expectations in a given situation?	① ② ③ ④ ⑤	
9	What experience do you have in creating and monitoring project plans?	① ② ③ ④ ⑤	
10	How do you set expectations with clients so they know what to expect from your services?	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.