

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CREDIT MANAGER

1	What experience do you have in the field of credit management?	1 2 3 4 5	
2	How comfortable are you with handling customer inquiries, disputes, and complaints regarding their payment status or accounts?	1 2 3 4 5	
3	Describe your experience professionally dealing with demanding customers and how you resolved any issues.	1 2 3 4 5	
4	How do you keep yourself up-to-date on best practices, regulations, new software developments, or processes within credit management?	1 2 3 4 5	
5	Do you prefer using manual tools such as spreadsheets or automated solutions such as computerized accounting systems to manage credit operations?	1 2 3 4 5	
6	How would you handle large batches of invoices efficiently while reducing errors and duplicate payments made by customers/clients/vendors?	1 2 3 4 5	
7	What strategies are used to maximize working capital while maintaining positive customer relations for current debtors and potential clients?	1 2 3 4 5	
8	Tell me about a recent success story where your expertise helped improve collections or reduce overdue accounts receivable balances quickly and effectively without sacrificing relationships with customers or suppliers involved in the transaction process.	1 2 3 4 5	
9	How do you prioritize your tasks and sustain high productivity when managing numerous accounts at once?	1 2 3 4 5	
10	Describe the steps you take to ensure that payments are made on time and by company policy or customer terms and conditions.	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	

CRITERIA	SCORE (1-5)	NOTES
Communication Team building and communication skills.	<div>12345</div>	<div></div> <div></div>
Organizational Fit Would this hire steer the organization the right way?	<div>12345</div>	<div></div> <div></div>
Directional Fit A step forward, or backward, in their career?	<div>12345</div>	<div></div> <div></div>

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.