

CANDIDATE	INTERVIEWER	DATE	STAGE
-----------	-------------	------	-------

INTERVIEW QUESTIONS · CUSTOMER SUCCESS REPRESENTATIVE

1	What experience do you have in customer service?	1 2 3 4 5	
2	How would you handle a difficult customer situation?	1 2 3 4 5	
3	Describe your experience with CRM software.	1 2 3 4 5	
4	Tell me about a time when you exceeded expectations and improved customer satisfaction ratings.	1 2 3 4 5	
5	How would you apply creative problem-solving to help customers succeed?	1 2 3 4 5	
6	Do you have any additional skills that could be beneficial in this role, such as coding or analytics?	1 2 3 4 5	
7	What is your experience with using data to measure customer success?	1 2 3 4 5	
8	Describe your experience with sales enablement technologies such as ERP systems.	1 2 3 4 5	
9	What strategies do you use to maintain positive relationships with customers?	1 2 3 4 5	
10	How do you prioritize tasks when faced with conflicting demands from multiple customers?	1 2 3 4 5	
11	In what ways can technology improve the customer service process?	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.