

CANDIDATE	INTERVIEWER	DATE	STAGE
INTERVIEW QUESTIONS · CUSTOMER SUPPORT MANAGER			
1	Can you describe your experience in managing a customer support team?	1 2 3 4 5	
2	How do you handle difficult or irate customers?	1 2 3 4 5	
3	What strategies do you employ to ensure a consistently positive customer experience?	1 2 3 4 5	
4	How do you measure the effectiveness of your customer support team?	1 2 3 4 5	
5	Can you tell me about a time when you had to solve a difficult problem for a customer? How did you handle it?	1 2 3 4 5	
6	How do you stay updated with industry trends and customer support best practices?	1 2 3 4 5	
7	Can you provide an example of a time when you successfully implemented process improvements in the customer support department?	1 2 3 4 5	
8	How do you motivate and inspire your team to deliver excellent customer service?	1 2 3 4 5	
9	What metrics do you consider important when evaluating customer support performance?	1 2 3 4 5	
10	How do you handle multiple priorities and meet tight deadlines in a fast-paced environment?	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.