

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · ECOMMERCE ASSOCIATE

1	What experience do you have in e-commerce and customer service?	12345	
2	Describe your approach to resolving customer inquiries or complaints.	12345	
3	How would you respond if a customer is unhappy with a product purchase?	12345	
4	Tell me about when you had to think quickly and react positively under pressure.	12345	
5	What strategies do you use to increase sales through the e-commerce platform?	12345	
6	How familiar are you with digital marketing tools like Google Ads or SEO?	12345	
7	Describe your experience working with different payment processors and e-commerce software solutions.	12345	
8	What techniques do you use to analyze and optimize website performance?	12345	
9	How do you create a seamless customer experience on the e-commerce platform?	12345	
10	How do you stay up to date with industry trends in e-commerce?	12345	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	12345	
Prior Work Experience Skills or qualifications acquired through past work.	12345	
Qualifications / Experience The technical skills the position actually needs.	12345	
Problem Solving Abilities Demonstrated critical problem-solving.	12345	
Communication Team building and communication skills.	12345	
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

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.