

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · ENTERPRISE ACCOUNT MANAGER

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Can you describe your experience in managing enterprise-level accounts, including the types of clients you've worked with and the scale of the accounts?

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How do you approach developing and maintaining strong relationships with key clients? Can you share a challenging client scenario you successfully navigated?

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In your previous roles, how have you demonstrated your ability to understand and align client needs with the products or services offered by your company?

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Can you share an example of a strategic account plan you developed and implemented to achieve business objectives? What comprised the essential elements of that plan?

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How do you identify opportunities for upselling or cross-selling within existing accounts? Could you share a situation where you expanded revenue successfully within a client relationship?

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Describe a situation where you had to address a client's concern or issue. How did you handle it?

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In ensuring the success of your client accounts, how do you collaborate with internal teams, such as sales, marketing, and product development?

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Could you recount a time when you had to achieve demanding sales targets or quotas for your accounts? How did you approach this, and what strategies did you use to achieve or exceed your goals?

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How do you stay informed about industry trends and changes that may impact your clients? Can you provide an example of how you used this knowledge to benefit a client?

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In your opinion, what are the most critical factors for ensuring long-term client satisfaction and retention in the enterprise account management role, and how do you incorporate these into your approach?

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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	

CRITERIA	SCORE (1-5)	NOTES
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	
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.