

Score every candidate against the same questions and criteria

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · LOAN OFFICER

1	How would your past clients describe their experience with you?	1 2 3 4 5	
2	Describe how you handle difficult customer situations.	1 2 3 4 5	
3	Do you understand all regulations and laws related to giving out loans?	1 2 3 4 5	
4	Are there any areas of loan servicing that interest or challenge you most?	1 2 3 4 5	
5	Explain how your knowledge could help our organization better serve its customers.	1 2 3 4 5	
6	What sets you apart from other loan officers?	1 2 3 4 5	
7	What strategies do you use to determine the best loan product for a customer?	1 2 3 4 5	
8	How do you ensure accuracy when processing loan applications and closing documents?	1 2 3 4 5	
9	Describe your experience with different types of lending products.	1 2 3 4 5	
10	Are you comfortable explaining complex concepts related to financing and loan products?	1 2 3 4 5	
11	How do you remain up-to-date on changes in the banking industry and new regulations related to lending?	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.