

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · PBX OPERATOR

1	Can you describe your experience with operating a PBX system, and what skills do you bring to this role?	12345	
2	How do you manage a high volume of incoming calls, ensuring each caller is efficiently directed to the appropriate contact?	12345	
3	Share an example of a situation where you faced a challenging call or technical issue. How did you handle it?	12345	
4	How do you ensure clear and effective communication with both internal staff and external callers?	12345	
5	In a busy environment, how do you prioritize and manage multiple tasks, especially when dealing with simultaneous calls?	12345	
6	How do you provide excellent customer service over the phone, especially when dealing with inquiries or concerns?	12345	
7	What technical knowledge do you possess related to PBX systems, and how comfortable are you troubleshooting common issues?	12345	
8	Can you give an example of a time when you had to adapt quickly to changes in call volume or unexpected challenges?	12345	
9	How do you handle sensitive information and maintain confidentiality when dealing with certain types of calls or inquiries?	12345	
10	In a collaborative work environment, how do you coordinate with other team members to ensure seamless communication operations?	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	

CRITERIA	SCORE (1-5)	NOTES
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.