

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · SALES SUPPORT ADMINISTRATOR

1

Can you describe a time when you effectively managed a complex sales support project and what steps you took to ensure its success?

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How do you prioritize your tasks and handle the pressure of tight deadlines in a fast-paced sales environment?

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Describe your experience with CRM systems. Which ones are you most familiar with, and how have you utilized them to support a sales team?

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Communication is key in a Sales Support Administrator role. Can you tell us about a time when your communication skills directly contributed to a team's success?

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Tell us about a situation where you identified a problem in the sales process and the steps you took to resolve it.

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Detail how you approach maintaining detailed and accurate customer records, and why you believe this is important.

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In your view, what is the biggest challenge facing Sales Support Administrators today, and how would you tackle it?

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Can you provide an example of how you've handled a demanding client or a difficult customer service issue?

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How do you ensure that the sales team adheres to internal policies and procedures, and what do you do if someone is not compliant?

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What strategies would you implement to improve our sales administrative processes, and how would you measure the success of these improvements?

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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	
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	

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.