

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · WARRANTY ADMINISTRATOR

1	What experience do you have in warranty administration?	1 2 3 4 5	
2	How would you handle an unhappy customer due to a warranty issue?	1 2 3 4 5	
3	Are there any additional tasks you would like to perform as a Warranty Administrator?	1 2 3 4 5	
4	Describe your approach to resolving customer complaints and concerns related to warranties.	1 2 3 4 5	
5	Have you ever encountered challenges or disputes when providing customers with warranty services? If so, how did you handle it?	1 2 3 4 5	
6	Do you have the ability to troubleshoot technical issues related to product warranties?	1 2 3 4 5	
7	Are you comfortable using warranty management software and associated programs?	1 2 3 4 5	
8	How do you keep up with industry trends related to warranty administration?	1 2 3 4 5	
9	In what ways would your skills as a Warranty Administrator benefit our company?	1 2 3 4 5	
10	What methods do you use for tracking warranties?	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?

12345

RECOMMENDATION

☐ Advance

☐ Hold

☐ Decline

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.

1 = well below the bar · 3 = meets it · 5 = clearly above it