

Support Supervisor Interview

[TEMPLATE]

Candidate Name:

Link to Jazz Profile:

Interviewer:

Date:

Introduction

Hi, [candidate name]! My name is [name], and I'm a/the [position title] here at [Company Name].

(If more than one person is interviewing, be sure to introduce them as well.)

Give them a brief introduction to the company and the role:

Example: *Before we dive in, I'd like to start with a brief overview of [company's] history and share some details about the position. After that, we'll get into my questions, and I'll be sure to leave time at the end for any questions you might have.*

[Brief company history, spend no more than 1 to 2 minutes on this]

[Description of the role, going briefly into what their main focus will be and the impact they'll have.]

Score each question as you go. Each question can be scored from 1 to 5, with 5 being the perfect answer.

Questions

Tell me about yourself.

Name	Notes	Score

Coaching

This section addresses the candidate's ability to coach and mentor their team of agents.

Question 1

How do you approach creating a coaching plan for a team member? Can you walk us through your process using a hypothetical or real scenario?

Assesses planning and individualized coaching skills.

Name	Notes	Score
Billy	Chase ball of string eat plants, meow, and throw up because I ate plants going to catch the red dot today going to catch the red dot today. I could pee on this if I had the energy.	4
Indie	Chew iPad power cord steal the warm chair right after you get up for purr for no reason leave hair everywhere, decide to want nothing to do with my owner today.	3

Question 2

What methods do you use to ensure your coaching sessions are practical and lead to measurable improvements?

Looks for strategies in ongoing performance enhancement and feedback mechanisms.

Name	Notes	Score

Question 3

Describe a time when you had to deliver difficult feedback to a team member. How did you handle it, and what was the outcome?

Assesses the candidate's skill in handling sensitive conversations and their ability to provide constructive criticism.

Name	Notes	Score

Question 4

How do you identify an agent's strengths? Weaknesses? How would you use this information?

Demonstrates analytical skills.

Name	Notes	Score
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Question 5

What strategies do you use to motivate a diverse team, especially when goals or projects become challenging?

Looks at the candidate's ability to inspire and drive team performance under pressure.

Name	Notes	Score

Question 6

Can you share an experience where you successfully helped a team member advance in their career? What role did you play in their development?

Measures the candidate's commitment to career development and their effectiveness as a mentor.

Name	Notes	Score

Question 7

How would you approach managing team members who were previously peers?

Name	Notes	Score

Call Center Management

Explanation of Section

Question 1

Explain how you have managed shift scheduling and queue monitoring in your previous roles. What tools and techniques did you find most effective?

Evaluates operational and logistical management capabilities.

Name	Notes	Score

Question 2

How do you prioritize and handle your daily responsibilities alongside unexpected challenges or emergencies?

Assesses crisis management and prioritization skills.

Name	Notes	Score

Question 3

Can you describe how you plan and manage resources during unexpected

high-volume periods in this role?

Assesses foresight and resource management skills during peak operational times.

Name	Notes	Score

Question 4

Have you ever improved a process or solved an operational issue? How did you do it? What impact did it have?

Demonstrates problem-solving skills.

Name	Notes	Score

Core Values

Explanation of Section

Question 1

Can you describe a time when you had to quickly adapt to a significant change in a project or process? How did you handle it, and what was the outcome?

Follow-up: How do you ensure your team remains flexible and responsive to changes?

Purpose of Question

Name	Notes	Score

Question 2

Tell me about a time when you went above and beyond in your role because you were passionate about the outcome. What motivated you, and what was the result?

Follow-up: How do you inspire and instill passion in your team members?

Purpose of Question

Name	Notes	Score

Question 3

Give an example of a situation where your curiosity led to a significant improvement or innovation in your work. How did you identify the opportunity, and what steps did you take?

Follow-up: How do you foster a culture of curiosity and continuous learning within your team?

Purpose of Question

Name	Notes	Score

Question 4

Describe a challenging team project you were involved in. How did you ensure effective collaboration among team members, and what was the final outcome?

Follow-up: How do you handle conflicts within your team to maintain a collaborative environment?

Purpose of Question

Name	Notes	Score

Question 5

Can you provide an example of when you went the extra mile to meet a customer's needs? What was the situation, and how did your actions impact the customer and the company?

Follow-up: How do you coach your team to prioritize and enhance the customer experience?

Purpose of Question

Name	Notes	Score

Other

Question 1

Can you describe how you have used data to improve team performance or customer satisfaction in your previous role?

Looks for analytical skills and the ability to leverage data for strategic decisions.

Name	Notes	Score

Question 2

How do you ensure effective communication within your team and across other departments? Provide an example of when this was particularly challenging.

Measures communication skills and ability to manage interdepartmental relationships.

Name	Notes	Score

Question 3

How would you provide feedback to your leadership?

We are looking for a candidate to provide factual and unbiased information to support leadership decisions.

Name	Notes	Score

Conclusion

Make sure to leave time for the candidate to ask questions at the end of the interview.

Candidate questions

1.

Name	Notes	Score

Wrap-Up

Thank the candidate for their time and let them know what type of timeline they can expect a follow-up from you about the next steps or the decision regarding the position.

Overall Notes and Score

Name	Notes	Score