



Candidate Interview Evaluation Form for Call Center Supervisor

Instructions for the Evaluator

Welcome to the Evaluation Form!

Thank you for taking the time to evaluate potential candidates. Your feedback is invaluable to our hiring process. The evaluation form is designed to capture your insights and observations about each candidate, and to help us make informed decisions about their suitability for the role.

Please note the following best practices:

- Review the candidate's resume and job application before the interview.
- Listen carefully to the candidate's responses and ask follow-up questions as needed.
- Keep an open mind and be objective in your evaluation.
- Use specific examples and avoid vague or general statements.

Now, let's go through the form section by section:

Section 1: Demographics

This section captures basic details about the candidate, such as their name, position applied for, and contact information. Please fill in all the required fields accurately.

Section 2: Ratings and Notes

This section captures your ratings and notes about the candidate's skills, experience, and qualifications. Please rate the candidate on a scale of 1-5 for each question, with 1 being the lowest and 5 being the highest. Please also include any additional notes or comments you have about the candidate's performance during the interview.

Rating Scale

In order to assist you in your evaluation, we have created a rating scale to provide consistency and objectivity in your assessment of the candidates.

Rating	Interpretation	Explanation
1	<i>Clear evidence of negative behaviour</i>	<i>There is clear evidence of negative behaviour that raises concerns about the candidate's ability to perform the job effectively.</i>
2	<i>General evidence of negative behaviour</i>	<i>There is some evidence of negative behaviour that raises some concerns about the candidate's ability to perform the job effectively.</i>
3	<i>General evidence of positive behaviour</i>	<i>There is some evidence of positive behaviour that suggests the candidate has some of the required skills and traits for the job.</i>
4	<i>Clear evidence of positive behaviour</i>	<i>There is clear evidence of positive behaviour that suggests the candidate has the required skills and traits for the job.</i>
5	<i>Multiple Clear evidence of positive behaviour</i>	<i>There is multiple clear evidence of positive behaviour that suggests the candidate has exceptional skills and traits for the job.</i>

Please use this rating scale to evaluate each candidate in a consistent and objective manner. We appreciate your help in selecting the best candidate for the position.

Weightages

All competencies might not be equally critical for the candidate to do well in the role. The weightage can be based on factors such as the criticality of the skill to the job role, the frequency of use of the skill in the job role, or the level of complexity involved in the skill. For example, a weightage of 1 may be assigned to a skill that is less critical to the job role, while a weightage of 5 may be assigned to a skill that is critical to the job role and requires a high level of complexity.

These weightages are intended to help you prioritize and evaluate the importance of each skill or trait being assessed. By assigning weightages to each rating, you can provide a more accurate and comprehensive assessment of each candidate's overall skill set and suitability for the job role.

Weightage	Explanation
1	Competencies that are less critical to the job role and require minimal complexity or frequency of use.
2	Competencies that are moderately critical to the job role and require some level of complexity or frequency of use.
3	Competencies that are moderately to highly critical to the job role and require a moderate level of complexity or frequency of use.
4	Competencies that are highly critical to the job role and require a high level of complexity or frequency of use
5	Competencies that are extremely critical to the job role and require a very high level of complexity or frequency of use.

Total Score

The total score for each skill being assessed would be the rating multiplied by the weightage. For example, if a candidate receives a rating of 4 for a skill that has a weightage of 3, the total score for that skill would be 12 (4 x 3).

Using this rating scale with weightages will provide you with a more comprehensive and accurate assessment of each candidate's skills and traits for the job role.

Notes and Evidence

Capturing notes from a candidate's responses during an interview is crucial in the evaluation process. These notes provide valuable insight into the candidate's skills, traits, and overall suitability for the job role. It is essential to capture objective data points and evidence, rather than subjective perceptions, to make informed and unbiased hiring decisions.

Key points to remember:

- Focus on capturing specific examples of the candidate's experience and skills that are relevant to the job role.
- Organize notes in a clear and concise manner using objective language that accurately reflects the candidate's responses.
- Capture any relevant evidence or data points that support the candidate's skills and abilities, such as certifications or awards they have received.
- Avoid making subjective assessments or evaluations of the candidate's responses.
- Use notes to provide a comprehensive and informed evaluation of each candidate's suitability for the job role.
- Ensure that notes are stored securely and kept confidential to maintain candidate privacy.
- Use notes as a reference point for follow-up questions or discussions with the candidate during subsequent interviews or assessments.



Section 3: Qualitative Comments and Perceptions

This section captures your qualitative comments and perceptions about the candidate. Please provide any additional insights or observations you have about the candidate's strengths, weaknesses, and potential fit for the role.

Section 4: Candidate Decision

This section is where you can indicate your decision about the candidate.

Section 5: Training Needs and Recommendations

This section captures any training needs you have identified for the candidate, and any recommended training programs for them to participate in once they join the company. Please provide as much detail as possible to help us create a tailored development plan for the candidate.

Thank you again for your time and effort in evaluating our candidates. Your feedback is essential to our hiring process, and we appreciate your contributions to our team.



Section 1: Demographic Information

Candidate Name:	
Position Title:	Call Center Supervisor
Level:	
Interviewer Name:	
Interviewer level	
Date of Interview:	
Current Role	
Current Organization	
Key Highlights from Resume	

Section 2: Ratings and Notes

Section 2.1 : Technical Competency Ratings / Evidence

Technical / Functional				
Technical Competency	Weight age (W)	Rating (R)	Total score (WxR)	Evidence (Capture notes, preferably evidence of the competency being assessed)
Implements telephony systems and CRM software for efficient call center operations.				
Analyzes call center data to make process improvement recommendations.				
Manages multiple projects and priorities simultaneously with efficiency.				
Communicates effectively with customers and team members.				
Demonstrates expertise in call center technology to improve operations.				

Section 2.2 : Behavioral Competency Ratings / Evidence

Behavioral				
Behavioral Competency	Weight age (W)	Rating (R)	Total score (WxR)	Evidence (Capture notes, preferably evidence of the competency being assessed)
Motivates and inspires team members to achieve performance targets.				
Builds and maintains strong relationships with customers and team members.				
Maintains accurate records and analyzes data with attention to detail.				
Identifies issues and opportunities proactively and takes appropriate action.				
Provides exceptional service to internal and external stakeholders.				

Section 3: Qualitative comments

Write down any other observations, comments or thoughts about the candidate in the space below:

Section 4: Decision

Please check the right box (✓)	
Hire for the role / Advance to the next stage of the hiring process	☐
Do not hire for the role	☐
Recommend for Alternate Role	☐
Additional Comments (use space below)	

Section 5: Training Needs

Recommend training modules (if any) for the candidate after joining:

Name of Module	Key learnings needed by the candidate