



Biologics Coordinator – Interview Guide with Questions

Opening the Interview:

- **Create a Welcoming Environment:** Start with a friendly greeting, introduce yourself, and offer a beverage (if in person.)
- **Build Rapport:** Use light small talk (e.g., about the weather or traffic) to put the candidate at ease before diving into technical questions.
- **Set the Stage:** Briefly describe your role, the company culture, and the specific role's purpose. Deliver the “elevator speech” of StatCare.
- **Outline the Agenda:** Inform the candidate about the interview structure, how long it will take, and when to expect feedback.
- **Keep it Brief:** Ensure introductions and small talk are concise, ideally keeping initial, non-questioning conversation under a few minutes to show respect for their time.

Role Assessment Questions:

The below series of questions are designed to assess the experiential and skillset fit for the role. We recommend selecting at least one from each of these three categories.

Motivation

- Tell me a little about yourself and what interested you in this Biologics Coordinator role.

Background & Experience

- What experience do you have giving injections or assisting with medications in a clinical setting?
- Have you worked with prior authorizations before? Can you walk me through your experience with that process?

Skills & Competencies

- How do you stay organized when you are managing multiple tasks like patient care, authorizations, and communication with pharmacies or insurance companies?
- Can you tell me about a time you had to explain a medical treatment or process to a patient in a way they could understand?



- What steps do you take to make sure documentation in the medical record is accurate and complete?
- This role requires communication with patients, providers, insurance companies, and specialty pharmacies. How comfortable are you working with different groups to solve problems for patients?
- Have you ever had to follow up several times to get something approved or completed for a patient? How did you handle that?
- What do you do if a patient is nervous or unsure about receiving an injection or starting a new medication?
- What do you enjoy most about working directly with patients and helping them access treatment?

Values Assessment Questions:

Patients First

Collaboration

Integrity

Innovative Growth

The below series of questions are designed to assess cultural fit within StatCare, focused on the StatCare Mission and Values. We recommend selecting at least one from each of the four categories.

Patients First (Empathy & Advocacy)

- Describe a time you went above and beyond for a patient. *(Manager - Look for stories where they addressed a patient's emotional or logistical needs, not just their medical ones.)*
- If a patient is being difficult or non-compliant, how do you respond? *(Manager - Listen for an approach rooted in curiosity—trying to understand why they are struggling—rather than frustration.)*
- Why did you choose to become a healthcare professional? *(Manager - Their motivation should ideally center on a genuine desire to help others.)*

Collaboration (Teamwork & Conflict)

- Describe a situation where you had to work with a "difficult" colleague. *(Manager - This tests their emotional intelligence and ability to remain professional for the sake of the project.)*
- Describe a successful project you worked on as part of a team. What was your specific contribution? *(Manager - Watch out for "I" vs. "We." A collaborator acknowledges the group's effort while clearly defining their own role.)*



- Tell me about a time you had to pivot your work because of a team decision you didn't initially agree with. *(Manager - This tests their ability to "commit and disagree" once a group consensus is reached.)*

Integrity (Ethics & Accountability)

- Describe a situation where you had to admit you didn't have the answer to an important question. *(Manager - This tests their comfort with being transparent rather than "faking it" to save face.)*
- Tell me about a time you had to stand up for what was right, even if it made you unpopular. *(Manager - Look for courage and a focus on principles over social standing.)*
- Tell me about a time you made a mistake that no one else noticed. What did you do? *(Manager - Look for immediate ownership versus covering it up or waiting to see if it stayed hidden.)*

Innovative Growth (Mindset & Proactivity)

- Describe a time you proposed an unconventional idea. How did you get others on board? *(Manager - Innovation requires both creativity and the ability to influence others to take a risk.)*
- What are you currently learning? *(Manager - Simple but effective. Truly innovative people are usually self-motivated to stay ahead of trends.)*
- Describe a situation where you had to solve a problem with very limited resources. *(Manager - Constraints often breed innovation; look for "scrappiness" and creative workarounds.)*

Closing the Interview:

1. **Candidate Q&A** – Provide an opportunity to allow the candidate to ask any remaining questions, ensuring they leave with a clear understanding of the role and company.
2. **Set Clear Expectations and Potential Next Steps** – Tell the candidate when they can expect to hear from us and explain the next steps in the hiring process, such as any follow-up interviews or assessments.
3. **Express Gratitude** – Thank them for their time and effort in applying with StatCare.
4. **Formal Closing** – End with a positive, professional closing, such as a handshake in person or a warm, clear sign-off in a virtual interview.