

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · MEMBERSHIP COORDINATOR

1

Can you describe your previous experience with managing membership databases and what strategies you employed to maintain accurate records?

1

2

3

4

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2

In your view, what is the most critical skill a Membership Coordinator should possess and why?

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3

Tell us about a time when you had to respond to challenging member feedback. How did you handle the situation?

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4

How would you approach creating a campaign to boost membership renewals and what metrics would you use to measure its success?

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Can you discuss a successful event you've planned and implemented for members?

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6

What strategies would you use to engage with inactive members and encourage their participation in the organization?

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7

Share an innovative idea you have implemented in a past role to increase member satisfaction.

1

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8

In your opinion, how does a Membership Coordinator contribute to the overall growth of an organization?

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9

How do you stay current with industry trends to ensure that member benefits and services are relevant and valuable?

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10

Describe a time when you successfully converted an ample number of prospects into active members. What approach did you take?

1

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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.	12345	
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

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.