

Northamptonshire Chamber

Personnel Specification

Job Title: Membership Coordinator

Department: Membership

Candidate:

**Date of
Interview:**

Criteria for Selection	Score					
<i>Essential Criteria</i>	1	2	3	4	5	6
1. Relevant experience of working in a sales or customer care environment, with the majority of the time working with customers via the telephone						
2. Professional and confident communications skills both verbal and written.						
3. Excellent organisational skills including an attention to detail.						
4. Team player who is self-motivated & goal-oriented						
5. Competitive spirit and a drive to be successful						
6. Strong ability to multitask, including conversing while navigating our CRM system and multiple internet windows						
7. Flexible attitude to work.						
8. Experience of Microsoft packages especially Excel.						
Essential Totals (X2)						
<i>Desirable Criteria</i>						
1. Previous knowledge of membership organisations.						
2. Previous experience of working in a business-to-business environment						
3. Clean driving Licence						
Desirable Totals						

1 - Untested

2 - Unacceptable

3 - Aptitude to perform with training

4 - Acceptable to perform job

5 - Slightly more than acceptable

6 - Much higher than acceptable