



JOB DESCRIPTION SENIOR MEMBERSHIP SERVICES EXECUTIVE

JOB TITLE : Senior Membership Services Executive

DUTY STATION : Phnom Penh, Cambodia

REPORTING LINE : Membership Services Manager

SALARY RANGE :

RESPONSIBILITIES:

Under the supervision and monitoring of Membership Services Manager (MSM), the Senior Membership Services Executive is responsible for, but not limit to, the following duties and responsibilities:

Management & Supervision:	<ul style="list-style-type: none"> - Look after daily operations of membership services department - Assist to provide couch and OJT to the subordinates - Support MSM to manage weekly work plan and monthly sales performance - Work with the MSM to develop capability development plan for staff
Business Development:	<ul style="list-style-type: none"> - Support MSM to lead in mobilizing resources through various forms of training, membership and marketing activities - Work with the membership services team to develop and analyse Client Need Assessment and scope of services - Develop and implement membership and marketing strategies to promote CAMFEBA and its services - Work closely with the membership services team to achieve KPIs assigned by the management
Sales Promotion and Marketing:	<ul style="list-style-type: none"> - Work with the management team to develop marketing and sales strategy for association - Lead the team to conduct regular visit and present the services of CAMFEBA to clients - Lead membership team to regularly organize events, trainings and other marketing activities
Event/Training Program Management:	<ul style="list-style-type: none"> - Recruiting the right and qualified trainers/speakers - Work with the team to review, edit and finalize course outlines provided by the trainers - Assist to develop annual event/training schedule - Facilitating events / training courses include preparing session plan, training material, and standby in the events and trainings etc. - Review training report and training tools from time to time - Lead in conducting research on training tools and materials - Other tasks as assigned

QUALIFICATION & REQUIREMENTS:

- Graduate in business administration or related fields
- At least three-year's experience in sales, marketing or communications is advantage
- Knowledgeable in Microsoft Office and E-mail
- Knowledgeable in market research or other fields
- Good at communication and customer satisfaction
- Highly responsible for work completion with accuracy and within the deadline
- Be flexible, initiative and creativity
- Honest, highly committed and following the work ethics
- Be able to work in the team and individually
- Be able to work full-time and ability to work under pressure
- Good in both verbal and written English

CAMFEBA is committed to equal opportunities. Women are particularly encouraged to apply. Interested applicants should submit their CVs and Cover Letters by email at hr@camfeba.com or 023 23 00 23 / 012 936 009. Please do not send certificates or copies of testimonials at this stage. Only shortlisted candidates will be notified and called for interview.