



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 Head of Membership Department, the Senior Membership Services Executive is responsible for, but not limit to, the following duties and responsibilities:

<p>General Management:</p>	<ul style="list-style-type: none"> - Manage the over operations of Membership Department and Rep Office operations - KPI development, Review JD, and job delegation from time to time - Supervise and coach the Membership Team to enable them achieve target - Provide monthly coaching/training, OJT to team members - Performance management and evaluation, and KPI review - 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 - Work closely with the membership services team to achieve KPIs assigned by the management - Develop weekly work plan and monthly sales performance report
<p>Sale Promotion and Marketing:</p>	<ul style="list-style-type: none"> - Responsible to do market development in Siem Reap market - Approach new business model and product development - Take the lead in developing yearly Budget & Marketing Plan for Membership Dept. - Take the lead in revenue generation and mobilize resource for the association through marketing campaigns: sponsorship and advertisement - Initiate in developing strategy to increase sales and client retention - Conduct regular following up includes appointment, call and email with the

	<p>customers and target companies</p> <ul style="list-style-type: none"> - Work with membership team to regularly organize events, trainings and other marketing activities
<p>Coordinating Event/Training Program:</p>	<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 - Develop annual event/training schedule - Facilitate events/training courses include preparing session plan, training material, and standby in the events and trainings etc. - Develop training report and training tools from time to time - Conduct research on training tools and materials - Other tasks as assigned

QUALIFICATION & REQUIREMENTS:

- Graduate in business administration or related fields
- At least two-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 candidate shall direct your CV along with cover letter to email: hr@camfeba.com. Please do not send certificates or copies of testimonials at this stage. Only shortlisted candidates will be notified and called for interview. For more information please contact to our HR team via: 023 23 00 23 or 012 936 009 / 098 221 777.