

JOB DESCRIPTION MEMBERSHIP SERVICES MANAGER

JOB TITLE : Membership Services Manager
DUTY STATION : Phnom Penh, Cambodia
REPORTING LINE : General Manager
SALARY RANGE :

RESPONSIBILITIES:

Under the supervision and monitoring of General Manager, Membership Services Manager is responsible for, but not limit to, the following duties and responsibilities:

Management & Supervision:	<ul style="list-style-type: none"> - Supervise the daily operation of Membership Services Department - Provide couch and OJT to the subordinates - Manage weekly work plan and monthly sales performance - Manage Budget Plan and Cost Saving in Event/Training Operation - Work with the GM to develop capability development plan for staff
Business Development:	<ul style="list-style-type: none"> - 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 - Develop annual event/training schedule - Lead in 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 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.