

JOB DESCRIPTION MEMBERSHIP ASSISTANT	
Organization Description:	The European Chamber of Commerce in Vietnam (EuroCham) is the voice of the European business community in Vietnam. EuroCham was established in 1998 and is a members-based, independent, not for profit organization of European companies who are investing in Vietnam, for the benefit of all. With more than 1,300 members, EuroCham is one of the biggest foreign Chambers of Commerce in Vietnam. EuroCham represents a plethora of sectors and sizes ranging from SMEs to MNCs with a very strong business network in both Vietnam and Europe. Acting as an intermediary between our members - the business community - and local, national, regional, and European authorities, EuroCham advocates on its members' behalf, to generate improvements in the business environment, raise awareness on key issues and disseminate information on issues relating to doing business in Vietnam.
MAIN DUTIES	
Job Title:	Membership Assistant
Reporting to:	Corporate Relations Executive
Job Summary:	To be responsible for memberships, database. To assist other colleagues/departments for a smooth running of the office.
Location:	Ho Chi Minh City – Vietnam
Level:	8
Type of Contract:	24 months fixed term contract upon successful completion of a 2-month probation period
Key Working Relationships:	<ul style="list-style-type: none"> ▪ Internal: EuroCham staffs within EuroCham ▪ External: EuroCham members, Vietnamese, and foreign companies as potential members; affiliated business associations
Main Duties and Key Performance Indicators:	<p>Membership Management tasks:</p> <ul style="list-style-type: none"> ▪ Is responsible for new member enrolment and current members renewals, in close coordination with the Finance department and the 09 Affiliated Business Associations. ▪ Manage Database and CRM system, online Membership directory. ▪ Coordinates all membership relations material execution and printing, such as EuroCham’s Membership Card, etc ▪ Act as centralised Contact point for questions of all members and track all members’ engagements. ▪ Have top-of-the-head knowledge of key Membership statistical indicators (e.g. number of members, geographical concentrations, key industries represented, etc).

	<ul style="list-style-type: none"> • Supports the ongoing collection of data and, improvement of data that can be extracted from the membership database (e.g. industry categories, source of member acquisition, engagements) <p>Other Admin Tasks:</p> <ul style="list-style-type: none"> ▪ To assist the management team with administrative work, in the execution of projects as required from time-to-time (events registration, arrange B2B meetings for trade mission...) ▪ Other Membership-related supporting tasks as required by the Corporate Relations Executive.
JOB REQUIREMENTS	
Education and Training Background:	Bachelor’s degree in English, Business Administration
Work Experience:	1 year experience, ideally in secretariat, admin, customer service, hospitality
Management Experience:	No management experience required, yet a strong track record on successfully working within cross-cultural and multi-disciplinary teams.
Core Competencies:	<ul style="list-style-type: none"> ▪ A Vietnamese national with excellent English and computer proficiency (Excel is a must) ▪ A highly motivated, flexible team player. ▪ Comfortable in an international and multi-cultural environment. ▪ Capable of managing administrative tasks, work under pressure ▪ Very service oriented, high attention to details.
Languages:	Fluent written and spoken English and Vietnamese
Software and Package Skills:	<ul style="list-style-type: none"> ▪ Organisational, communication, and social skills; ▪ Computer literacy, including Outlook, Word, Excel, Power Point; ▪ Experience with CRM system is a plus
What We Offer:	<ul style="list-style-type: none"> ▪ Competitive compensation package ▪ Be part of “Team Europe” in Vietnam i.e. interact with various European organizations and people ▪ Working in a cross-cultural and multi-disciplinary environment
<u>HOW TO APPLY</u>	
<p>If you are interested in this job opportunity, please send your CV with a cover letter and your references (if any) to careers@eurochamvn.org. All applications must be received by 05 January 2024 at 17:00 Hanoi time.</p> <p><i>NB: Due to the high number of expected applications, only short-listed candidates will be contacted.</i></p>	