



JOB DESCRIPTION	
CORPORATE RELATIONS cum MEMBERSHIP EXECUTIVE	
Organization Description:	The European Chamber of Commerce in Vietnam (EuroCham) is the principle 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 nearly 1,400 members, EuroCham is one of the biggest foreign Chambers of Commerce in Vietnam and among the 5 largest European Chambers of Commerce world-wide. 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	Corporate Relations cum Membership Executive
Reporting to	Executive Director
Direct supervising	Yes – Membership Officer
Job Summary	To be responsible for Membership and CRM system, Corporate Partners, and BAs relations
Location	Ho Chi Minh City
Starting date	Immediate
Type of Contract	24 months fixed term contract (with extension opportunity)
Key Working Relationships	<ul style="list-style-type: none"> ▪ Internal: EuroCham staffs ▪ External: EuroCham members, Corporate Partners, Business Associations, business community



<p>Main Duties and Key Performance Indicators:</p>	<p>Membership:</p> <ul style="list-style-type: none"> ▪ Foster the relationship with EuroCham members, strengthen the engagement and satisfaction of members towards EuroCham activities and its services; ▪ Identify and recruit new members, ensure smooth orientation process for new members; ▪ Develop membership services for different types of members to meet members’ needs and expectations; ▪ Manage CRM system Glue Up to make sure that it’s up-to-dated and deliver data analysis if needed. <p>Corporate Partnership and Sponsorship:</p> <ul style="list-style-type: none"> ▪ Foster the relationship with EuroCham Corporate Partners (CPs), make sure that CPs are aware and using their benefits while keeping track of it; ▪ Identify potential Corporate Partners and sponsors for different events throughout the year; ▪ Contact point for Corporate Partners and monitor Corporate Partners benefit utilization. <p>BAs Relations:</p> <ul style="list-style-type: none"> ▪ Strengthen the relationship with the 09 National Affiliated Business Associations; ▪ Identify the potential collaborations with non-European Business Associations and Chambers; ▪ Understand the members’ expectations in terms of services so as to develop relevant and profitable business and support services; ▪ Give input and support in the execution of Membership Retention strategies, in coordination with the Marketing and Communications department utilizing existing tools towards more renewal confirmations. <p>Organization tasks:</p> <ul style="list-style-type: none"> ▪ Control and manage CRM system introduction; ▪ Ensure liaison with CRM System Provider and monitors the systems stability across departments; ▪ Coordinate Databases of members with BA, leading the effort to harmonise membership management practices across the 09 organisations, using the CRM system as a baseline tool;
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	<ul style="list-style-type: none"> ▪ Ensure that the CRM system is incorporating useful tools for the management and outreach; ▪ Provide input in regards to outreach and Member Acquisition campaigns, develop arguments based on statistical data extracted from databases and feedback from existing members.
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JOB REQUIREMENTS

Education and Training Background	University degree e.g. in Marketing, Business Administration
Work Experience	At least 2-3 years of experience
Core Competencies	<ul style="list-style-type: none"> ▪ Out-going personality and strong communicator both verbally and written in Vietnamese and English; ▪ Being well presented; ▪ Excellent time management skills; ▪ Ability to work independently and as part of a team; ▪ Ability to meet tight deadlines and work under pressure; ▪ Excellent communication skills in English (written and verbal) ▪ Patient and calm in pressured situations.
Languages	Fluent written and spoken English and Vietnamese Other European Languages would be an asset.
Software Skills	Good computer skills with Microsoft Office Tools, including Word, Excel and PowerPoint are required
What We Offer	<ul style="list-style-type: none"> ▪ Strong network development in several industries in Vietnam, as well as with Government authorities, Embassies and the EU; ▪ Great insight into European Business Community in Vietnam; ▪ Competitive compensation package, including diverse benefit; ▪ A cross-cultural and multi-disciplinary professional working environment.

HOW TO APPLY

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 by 15 June 2024.
NB: Due to the high number of expected applications, only shortlisted candidates will be contacted.
Employment offers are subject to successful clearance of pre-employment checks.