

Job Description

MEMBERSHIP COORDINATOR

About AMCHAM Myanmar

The American Chamber of Commerce in Myanmar (AMCHAM Myanmar) was established on October 31, 2013. To date, more than 180 companies employing over 20,000 Myanmar nationals have joined the Chamber. These companies represent a diverse collection of industries and nationalities, with a common goal to expand American business and promote the highest business standards in Myanmar. The mission of AMCHAM Myanmar is to promote and connect American business in Myanmar by encouraging local partnerships and upholding the highest business standards.

Position Overview

The position offers an excellent opportunity to work with multinational and local companies in a dynamic, professional and diverse work environment. The successful candidate will be interested in supporting trade and investment in Myanmar and will be a self-motivated, proactive and enthusiastic team player who is fast to learn, efficient, resourceful and flexible to work under pressure.

The position requires a candidate with strong English skills as well as the ability to manage multiple responsibilities with a sense of ownership and responsibility in a fast-paced business environment in a timely manner.

The Membership Coordinator will provide support to the AMCHAM Myanmar team and report to the Marketing & Event Manager and the Executive Director (ED). This position supports all facets of the members' membership experience at AMCHAM and supports key office administrative functions.

Duties and Responsibilities

1. Membership

- Assists in recruiting new members and retaining existing members
- Fields new member inquiries and applications; explains application process clearly
- Exercises basic due diligence on new membership applicants
- Annually coordinates existing membership renewal process
- Annually coordinates execution of the membership directory and annual membership survey
- Continually manages member data and mailing lists using spreadsheets and Chamber software
- Fields existing members' questions, comments, and concerns about their membership
- Provides regular reporting to the ED on membership status, including prospective, new, existing and departed members
- Develops relationships with the members to effectively steward them as our primary stakeholders; must have an interest in the welfare of our member companies and an interest in improving the membership experience.
- Demonstrates creativity and long-term thinking for the benefit of our membership experience

2. Events

- Supports a variety of events including panel and speaking engagements, substantive seminars and conferences, workshops, social events and receptions.
- Communicates with venues and vendors and maintaining excellent working relationships with them under supervision
- Manages invitations, RSVP's, registration, thank you emails and feedback surveys under supervision

3. Office Administration

- Greet and assist visitors when they arrive to the AMCHAM office
- Field general inquiries and phone calls; demonstrate top customer service skills and proficient use of telephone, email, and all other communication channels

- Perform basic bookkeeping activities, processing bank transactions, and updating the accounting system for membership and event transactions
- Works with accounting team to process monthly banking activities
- Maintains inventory and organization of office supplies and branded collateral
- Coordinates office services, such as office cleaner and helps oversee tasks for the AMCHAM driver; coordinates delivery services
- Maintains key information systems such as the website, membership database, CRM and events calendar
- Fields and responds to official invitations and coordinating meetings for AMCHAM Board and ED
- Takes notes and circulates minutes at relevant meetings
- Supports the ED and AMCHAM team with other administrative tasks

Person Specification

The successful candidate will be interested in supporting trade and investment in Myanmar and will be a motivated, enthusiastic team player who is fast to learn. Some evening and weekend work will be required occasionally.

- High quality standards and careful attention to detail
- Motivated and proactive
- Able to work independently
- Strong sense of ownership and responsibility
- Willingness to work on weekends and outside of working hours, on occasion
- Flexible and innovative approach to challenges
- Ability to communicate with senior government and business representatives diplomatically

Qualifications and Experience

The candidate must also demonstrate a level of skill required as a result from their qualifications and experience:

- Educated to degree level
- Strong English and Myanmar language speaking and writing skills
- 1-3 years work experience preferred. Relevant work experience in the private or government sector is an advantage,
- Experience in basic office administration is essential
- Customer service and communication skills, including excellent partnership and client management skills
- Ability to work under pressure and problem solve
- Excellent IT skills and strong proficiency in Microsoft Office, including Word, Excel and Powerpoint
- Experience with database management or website maintenance preferred
- Basic understanding of, or interest in, basic accounting principles preferred

Details

Title: Membership Coordinator

Reporting to: Marketing & Events Manager and Executive Director

Working Hours: Full Time

Location: AMCHAM Myanmar #19-09, 19th Floor Sule Square, 221 Sule Pagoda Road, Kyauktada Township, Yangon, Myanmar

To Apply: Please send your CV and cover letter to: service@amchammyanmar.com

Only shortlisted candidates will be contacted. Employment offers are subject to successful clearance of pre-employment checks.

Application deadline: JANUARY 20, 2021
Close of Business (COB)