

## AMERICAN CHAMBER OF COMMERCE IN KOSOVO

**The American Chamber of Commerce in Kosovo** is seeking to hire an experienced client relationship officer that will manage the **Membership Department** of the organization. Please apply no later **than September 10, 2018**, by submitting a cover letter and resume (in English) to [recruitment@amchamksv.org](mailto:recruitment@amchamksv.org). *Please note that only candidates chosen for an interview will be contacted.*

### Membership Manager

#### Duties and responsibilities:

- Act as the first point of contact for all members and prospective members for nonpolicy matters, i.e. taking inquiries via different communication channels, providing
- customer services etc.;
- Increase membership basis by reaching out to and recruiting new members;
- Continuously improve existing services provided to AmCham members;
- Maintain regular contact with members, via phone, in person, etc.;
- Create, maintain, and update membership database on a regular basis, including mailing lists;
- Track and update members' payment statuses and maintain proper membership payment records;
- Instruct the Finance and Logistics Officer to issue and distribute membership invoices and other invoices (e.g. for participation in trade missions, workshops, etc.);
- Follow up with members with regards to outstanding financial obligations on a monthly basis, through both written and other forms of communication;
- Maintain member-to-member (M2M) and member-to-client (M2C) programs, and ensure that they are published in AmCham website;
- Regularly check that AmCham members' logos are published in the website and instruct the Communications Officer to update them as needed;
- Propose and coordinate:
  - Breakfast for Executives events;
  - Workshops;
  - Seminars;
  - Trade missions; and
  - Other events for members' benefits.
- Send out invitations to members for the events he/she coordinates;
- Prepare all necessary materials, in Albanian and English, for the events he/she coordinates;
- Instruct the Protocol Officer to invite panelists, keynote speakers, and other third parties as required in these events.
- Other duties and responsibilities as assigned by the supervisor, in accordance with the employee's professional qualification and experience.

#### Job requirements:

- Minimum of two years of relevant experience
- University degree in relevant fields (Master's degree preferable)
- Strong background in private sector development in Kosovo
- Excellent sales, as well as oral and written communications skills in both English and Albanian
- Ideal candidates should be a highly motivated and well-organized self-starter, with sound judgment, the ability to work quickly and accurately under pressure and to collaborate effectively with others