

Energy Industries Council Job Description

Job Title:	Membership Intern - America	Business Location:	Rio
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Responsible to (Line):	Director - America	Responsible to (Function):	Director - North and Central America
Responsible for (Line):	N/A	Function (if appropriate)	

Purpose / Role

Assist Directors to ensure that members and internal customers receive a professional and efficient service by implementing and managing all systems and processes in the processing of new applications, membership renewals, capturing essential data and processing associated transactions. To maintain excellent levels of customer service and be a key interface between the EIC, members, potential members and the membership team. This role is focused on the North & Central America region and includes assisting the Directors to account manage new and existing member companies including Overseas Global Members, Global Members and Primary Americas Members.

Key aims and objectives

- To be an integral part of the sales team by assisting with the retention and recruitment of members by providing excellent customer service, responding to member needs in a timely fashion and encouraging member engagement
- Act as link between the overseas offices and the member companies ensuring the EIC maintains a good working relationship with them in the region
- To manage the CRM system ensuring that the system is the main source of up to date member/non-member information
- To represent the EIC brand well by creating a good first impression, promoting the benefits of our products and services, and maintaining a high degree of professionalism
- To work closely with all colleagues within the Membership and key colleagues across the EIC to achieve recruitment and retention targets

Prime responsibilities and duties

Recruitment

- Generate leads from various sources. Specifically web enquiries, referrals from colleagues and contacts from events. Ensure all leads are recorded in the CRM.
- Assist Directors in converting as many leads as possible by proactively identifying and segmenting relevant companies for membership, setting up meetings within agreed time spans, putting together tailored company presentations, promoting the benefits of membership and following up with contacts. Enter all interactions in the CRM.
- Achieve membership recruitment targets based on quarterly and annual regional forecasts
- Once recruited, follow up with new member companies within agreed time frame to provide training, support and information required so that members can maximise their membership. Enter all interactions in the CRM

General

- Ensure a full understanding of all EIC member benefits, and any enhancements to products or services, to promote them to existing and potential members
- Attend relevant internal and external industry events. Help to set up exhibition stands and support members and companies within the EIC pavilions as and when required

Membership

- To administer member enquiries and liaise with the Directors
- To be proactive in ensuring membership development and identifying membership opportunities
- Receive, review and process membership applications
- To facilitate the welcome programme and liaise with new members
- Manage the relationship between the member company and all EIC offices
- Profile membership to ensure full awareness of benefits and identify companies that are at risk of resignation or downgrading

- Work with all departments/overseas offices and the membership team to reduce the risk of member companies resigning by instigating a pro-active approach with members that are not utilising their membership
- Assist the Directors in taking responsibility for the resignation list, liaising with member companies and the membership team to maximise retention and to play an active role in assisting to reverse existing resignation decisions
- To manage and complete any special projects and statistics relating to membership

CRM

- Staff training – to take responsibility to train staff on the basics of CRM functionality and act as the CRM Champion for Americas
- Spot checking to ensure that the CRM system is being used correctly and accurately by the America’s team
- To take responsibility for the accuracy of the membership data
- Identity reports and analysis that will assist EIC to enhance its service to members
- Develop a strategy for identifying and storing potential member data

Allied occasional duties

- To attend and work as part of the EIC team at exhibitions and events
- To assist with any membership related task or requirement

Key internal interfaces

- EIC Americas Team
- Head of Membership & Membership teams
- Marketing
- All UK & Overseas Staff

Key external interfaces

- EIC Members
- Non EIC Members

Core competencies

- Experience of the implementation and ongoing management of a CRM system
- High degree of experience of membership management, development and administration
- Experience of managing and implementing appropriate quality management processes
- Good analytical and problem-solving skills
- Strong organisational skills and an eye for detail
- Excellent communication skills, both written and verbal, and the ability to produce accurate reports

Monthly salary:	R\$1.100,00	Working hours:	30 hours/week
Benefits:	Transport and meal vouchers, life insurance		

Issued (date):	Signed by Line Manager:	Functional concurrence: (if appropriate)	Signed by Employee: