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## **Intern's responsibilities**

### **SALES: Assist in prospecting and account managing members**

- Assist the Head of Membership and Membership Account Manager in prospecting new members: identify potential members and create a database of potential members with accurate contact names.
- Prepare the 'Packs' and briefs for meetings with potential or existing members (French Chamber's presentation, calendar, application forms, INFO magazine etc.)
- Update the CRM (new contacts, new addresses, change of fax/telephone number, email, change of representatives' status, etc.)
- Process daily 'sales' administration (invoice etc.)
- Draft correspondence: mailings new members with welcome letters, renewal letters, etc.
- Send communication to members: Welcome pack, new Patron members' introductions, new booklet, etc.
- Classify and file membership documents for each member (membership agreement, communications, etc.)
- Answer phone and e-mail inquiries

### **MARKETING & COMMUNICATION**

- Assist the Membership Account Manager in marketing projects that contribute to increasing member loyalty: brochures, industrial sectors list, vouchers...
- Benchmark other membership organisations
- Collect relevant information for survey
- Produce the 'new members' page for INFO magazine and 'new members section' for the monthly newsletter (company details, logo, business description etc.)
- Update the membership tab on the French Chamber website (update of logo, directory online etc.)

### **PROJECT MANAGEMENT: Assist Membership Account Manager in the production (Member to Member Offers)**

- Negotiate offers with members companies
- Gather up to date information for each member (text, logo, etc.)

- Contacts with members: Follow up by phone and by email

## **OTHERS**

- Ensure general support to the Membership Department
- Liaise with other departments (Publication, Accountancy and Events)
- Update the documents used by Membership Department (list of contacts Patron with Main Representative, PA, logo, business description etc.)
- Perform other administrative tasks when required
- Cover the Chamber's reception at lunchtime (1 hour a week) and during receptionist's holidays.
- Helping in the organisation of events to welcome guests and speakers
- Occasionally assist the rest of the team: assist at some networking events or dinners.

## **Intern's profile**

- Good interpersonal skills, self-starter, organised, flexible and rigorous
- Experience with international/multicultural environment
- Excellent knowledge of written and spoken English (ideally with some French) and very good communication skills
- Ability to prioritise, to manage multiple projects and to work under pressure
- Good knowledge of basic IT tools (MS Office, Outlook, research on Internet, etc.)
- Previous experience in web and graphic design: Photoshop, InDesign, Illustrator, CRM or Dreamweaver software, will be an advantage
- Eager to work as a part of a team
- Strong analytical skills and problem solving attitude
- Experience with CRM update

**Please send your CV and Cover letter (in English)**

**To**

**Lina Ghazal, Senior Account Manager - Membership Department**

**[lghazal@ccfgb.co.uk](mailto:lghazal@ccfgb.co.uk)**