

Job Description: Membership Development Officer

EPRA is currently seeking a Membership Development Officer. This full-time position is based in Brussels and will report directly to the Director of Finance. The individual will be responsible for working with the finance and operations team, while helping to execute and achieve team goals.

As a successful new Membership Development Officer, your primary responsibilities will include (though will not be limited to):

- Work with the finance and operations team
- Nurture, develop and close leads that ultimately result in entities joining as members
- Carry out strategy implementation devised by the Director of Finance
- Provide regular updates to your team about objectives and processes

Duties:

- Develop and close leads through new membership processes
- Own the membership process: prospecting, pipeline building and opportunity identification
- Key contact between EPRA and its members. Seek and receive feedback from current EPRA members in order to improve their membership experience
- Provide unmatched member service to potential prospects to ensure an excellent start to their member experience
- You are a jack of all trades: you will do anything needed to support new and existing members
- Work towards full membership retention
- Work with automation platforms to efficiently input and track data
- Execute strategy and process implemented by the Director of Finance
- Work with the EPRA team to achieve team goals

Education and Experience:

- Minimum Bachelor's Degree
- At least 4-8 years of relationship management experience in entrepreneurial environments and/or membership based organisations
- Comfortable using marketing automation platforms and databases
- Demonstrate experience in prospecting, developing, and closing leads
- Experience in customer service and relationship building is a must
- Experience working in a team and owning a team player mentality
- Strong work ethic and entrepreneurial spirit
- Excellent communication, writing and presentation skills
- Exceptional organisation skills and multi-tasking skills
- Fluency in English; knowledge of other languages is an asset

EPRA offers market competitive remuneration package and a yearly success based bonus

Contact

To apply please submit your resume and motivation letter via email until 28 February 2018 to careers@epra.com or h.sabir@epra.com