

Détail de l'offre : Account and Committees Manager

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| Partenaire | French Chamber of Commerce Singapore |
| Adresse | 541 Orchard Road, #09-01 Liat Towers |
| Code postal | 238881 |
| Ville | Singapore |
| Référence | 20C1602218174 |
| Titre | Account and Committees Manager |
| Description du poste | Job Description |

ACCOUNT & COMMITTEES MANAGER

The Account & Committees Manager will be working in the "Members Services and Communication Team" of the French Chamber and will report directly to the Head of Department.

The primary responsibilities of the Account & Committees Manager will be to:

- * Manage and develop a portfolio of Members related to the Smart Cities & Mobility, Research & Development & French Lab collaborative Platform, Tech & Innovation committees by building and maintaining strong and trusting relationships
 - * Grow the portfolio by recruiting new members
 - * Operate as the lead point of contact for the assigned members
 - * Value membership by organizing committee meetings, events and special projects
 - * Generate revenues by selling Sponsoring and Advertising services, and identify leads for other Corporate services such as recruitment, visas, commercial missions...
- In this role, you will liaise with cross-functional internal teams to improve the entire customer experience.

Missions:

a/ Account management:

- * Be the primary point of contact for members: onboarding and integrating new ones, and developing existing relationships
- * Develop a thorough knowledge of your members' business to be able to anticipate upcoming needs, changes and improvements
- * Lift up and maintain high client satisfaction by delivering exceptional member service on a day-to-day basis
- * Work with internal teams to ensure cross-selling of French Chamber services are delivered with the same level of quality
- * Monitor and analyze member's usage of our services

b/ Committees and Events Management:

The Account & Committees Manager oversees the planning, implementation, and day-to-day organization of various committee meetings and events which have specified deliverables.

- * Plan a roadmap of topics to be presented for the year ahead with the support of the committee Presidents
- * Implement the roadmap by creating events and conferences (including communication and logistics) while ensuring profitability:
 - o Identify speakers and agenda, prepare invitation, e-mailing and follow up attendance with members
 - o Publicize the events with adapted communication tools (social media, newsletter)
 - o Plan the logistics of the event internally or with outside venues
 - o On event day host the event and coordinate relations with speakers
 - o Ensure event stay on budget
 - o Coordinate post event follow up (communication, reconciliation of attendance, vendors invoicing)
- * Ensure each committee is represented and well-balanced throughout the year
- * Identify and roll-out 3 to 4 major events per year

Candidate profile:

- * Proven account management or other relevant experience delivering client-focused solutions to customer needs
- * Proven ability to manage multiple projects at a time while maintaining sharp attention to detail and adherence to deadlines
- * Creative and innovative to plan attractive symposium content and format
- * Excellent listening, negotiation and presentation skills
- * Able to communicate effectively both in French and English, verbally and in writing, to serve all clients and suppliers
- * Self-motivated and self-directed
- * Natural relationship builder with integrity, reliability and maturity
- * Strong PR skills and commercial ability with customer focus

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| Type de contrat | Emploi |
| Métier | Conseil / Stratégie Direction (générale, business unit) / Stratégie |
| Pays | Singapour |