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Registration No. ROS 239/73 TAP

About The American Chamber of Commerce in Singapore

Established in 1973, the American Chamber of Commerce in Singapore (AmCham) is the largest international business association in Singapore, representing over 600 member companies and over 5,000 senior business executives.

AmCham is a non-partisan business-progressive Association. Our mission is to promote the interests of AmCham members in Singapore and the region by providing advocacy, insights, and connections through our programs, events and publications. AmCham delivers over 200 events annually ranging from networking events to thought leadership talks, seminars and conferences.

About The Role

AmCham Singapore seeks a poised, energetic, and confident Senior Executive/Assistant Manager, Member Relations with database and sales or marketing experience to be part of the Strategic Partnerships & Development team. This full-time position will report to the Head of Member Relations to drive member recruitment and retention efforts. The position allows for significant exposure to C-suite leaders across a wide range of industries and sectors and therefore requires high emotional intelligence, strong powers of persuasion, clear communication skills, and a personable and professional presence.

This is a sales-oriented role that requires a professional who is a self-starter, meticulous in account management and thrives in a fast-paced collaborative environment. As a core member of the Member Relations team, she/he will contribute to meeting monthly, quarterly and annual new member recruitment and/or member retention targets.

The Senior Executive/Assistant Manager, Member Relations will coordinate the day-to-day member engagement activities for both current and prospective member companies, including timely follow-up of enquiries and account administration support. AmCham's Member Relations team are frontline representatives of AmCham and are expected to cultivate and maintain an extensive knowledge of all Chamber members, programs, services, and initiatives so that they can share relevant information when necessary. Most importantly, the candidate will be seen by member companies as the go-to person for information on member services.

Major Responsibilities

- Engage with existing member companies regularly (e.g. emails, phone calls, in-person meetings, etc.) to ensure members continue to effectively leverage the benefits of AmCham membership
- Respond to queries from member companies or prospective members in a timely, clear manner
- Proactively seek new member leads and follow-up as appropriate in a timely manner and schedule meetings with prospective member companies
- Hit or exceed monthly new member recruitment and/or retention quota as established by supervisor and achieve budgeted revenue goals
- Execute research-based member recruitment and retention strategies including membership benefits messaging
- Develop standardized reports using CRM system that provide detailed information on the life cycle for members and their engagement activities with the Chamber

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- Update CRM on a regular basis and ensure member account information is accurate
- Actively support and participate in Chamber events and programs

Requirements

Strong candidates will have a sophisticated understanding of relationship management, as well as demonstrated success with sales/account management. She/he must be able to acclimate quickly, assess internal and external priorities and establish the relationships they need to move forward and execute. The candidate must be able to work independently yet collaboratively in a high-performing, fast-paced environment.

- Minimum of 2-3 years of experience in account management, communication, sales, and/or stakeholder engagement
- Bachelor's Degree in communication, international relations, political science and/or marketing preferred
- Great business and common sense, results-oriented and the ability to work in a fast-paced environment with minimal supervision
- Exceptional interpersonal skills to effectively cultivate relationships with prospective members, existing members, and external stakeholders
- Goal oriented with strong initiative and proactivity expected and essential to success
- Must be proficient in Microsoft Office, including Word, PowerPoint, and Excel, strong social media savvy, especially LinkedIn, and be generally digitally savvy
- Intellectual curiosity, excellent work ethic, and an openness to feedback are critical

To Apply

Qualified applicants are invited to email a detailed resume, availability and salary expectation to Celina Chong at hr@amcham.org.sg. Only shortlisted candidates will be contacted upon selection. Interested individuals are strongly encouraged to submit their applications as soon as possible.