



BELIZE CHAMBER OF COMMERCE AND INDUSTRY

JOB DESCRIPTION

JOB TITLE: Membership Programs Administrator

REPORTS TO: Manager Member Relations

DIVISION: Membership and Labour

DUTY STATION: Belize City

Job Summary

- Work in conjunction with the Manager Member Relations to plan and coordinate the activities of the division for the accomplishment of the department's goals and objectives.
 - Responsible for the effective coordination of all the administrative duties of the Membership and Labour Division.
 - To assist and coordinate the quality of communication and service/program output to the general membership of the Chamber;
 - To determine and understand the needs of the membership in all its diversity and to effectively represent this within the Chamber.
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Specific Duties and Responsibilities

1. Know and understand the entitlement of each group of members to ensure all members are compliant with the tier structure and receive the services commensurate with the package they purchased.
2. Assist to review and manage the membership structure and update, give recommendation to improve or increase the service options offered for each tier.
3. Assist in carrying out marketing activities of the Chamber aimed at reaching the largest possible audience in the most cost effective fashion geared at membership acquisition and retention.
4. Keeps the Manager regularly informed of the progress and results of activities for conformity with established objectives, programs, work plans and budgets, and of all important internal and external factors influencing them.
5. Responsible to identify and obtain articles, and other relevant information applicable to members for the e-newsletter on a weekly basis.
6. Responsible to administer and keep updated the **BCCI's** Customer Relations Management (CRM) and BCCI's Control Panel - membership information systems that allows for the segmentation of members or potential members data, reporting to measure our impact and manages our engagement with our members.

7. Liaise with the Manager for Member Relations regularly to develop membership programs and new services.
8. Assist Manager of Member Relations to cultivate and encourage the membership dialogue by visiting at least 10 existing and potential business members, across the country each quarter.
9. Assist with the polling of members to determine the value relationship, the type and degree of diversity in the membership base and the potential for product/program improvements.
10. Assist in the preparation and providing support to the department for the implementation of technical assistance and project funded proposals put together to add value to our membership service package.
11. Responsible for the management of the BCCI email (incoming & outgoing emails) and cellphone and for the coordination of members' emails in groups to better facilitate communication with our members.
12. Assist the Manager of Manager of Relations with the acquisition and dissemination of data to members and promoting the services of the BCCI to our members.
13. Responsible to encourage investment promotion and attraction by responding to general queries on 'Doing Business in Belize'.
14. Responsible for organizing meetings, sub councils meetings, trainings, seminars and consultations for Chamber members.
15. Assist in the coordination and participation of networking/ matchmaking functions, including trade missions, trade shows, expos, business mixers for membership held during and after work and on weekends.
16. Assist in regularly perusing the BCCI's website www.belize.org and Social Media pages to ensure that the information presented is accurate and relevant. Advising the Marketing department of needed updates and amendments.
17. Assist with the development and implementation of programs and services specific to SME assistance and development, for example the BCCI's new Verify Service. Periodically recommend updates for relevance.
18. Assist with activities related to the administration of responsibilities as the official Employer Organization in Belize and all Labour related initiatives.
19. Assist with the preparation of the Membership department plan and budget in accordance with commonly recognized budgeting procedures and techniques. Ensure the department is within the approved budget.
20. Assist with the preparation of monthly department reports.
21. Responsible for the general administrative duties including telephone answering, filing, postal processing, printing and copying and word processing within the Membership Division.
22. Keep abreast of social and economic issues as they could affect membership.
23. Set a personal example of involvement in and commitment to the goals and objectives of the division and the strategic direction of the organization.
24. Establish a strong working relationship with the Manager Member Relations, the CEO, the Marketing and PR Officer, Chief Policy Analyst and other managers and the employees.
25. Perform any other duties assigned to you by the Manager Member Relations for the smooth operation of the Department and the organization.

Job Requirements

1. Excellent interpersonal and communication skills with an excellent command of the English Language both written and oral.
2. Working knowledge of Belize Labour Laws.
3. Self motivated and the ability to work with minimum supervision.
4. Very disciplined with strong time management and organizational skills to meet timely deliverables
5. Good public relations and presentation skills.
6. Above average computer literacy (Microsoft Office Suite - Excel, Word and Power Point, Google forms, management of virtual communication platforms as Zoom and Constant Contact)
7. Strong work ethic, eager and able to work long hours when required.
8. An ability to be flexible and to manage change.
9. A valid driver's license for standard type vehicles.

Minimum Requirements

1. A Bachelor's Degree in Business Administration, Communications, Marketing or related field or an Associate Degree with at least two (2) years' experience in related position in a medium to large public or nonprofit or private sector (for profit) organization.
2. Experience in Marketing and Sales.
3. Proficiency in Spanish would be an asset.