



# Job Description

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<b>Job Title</b> Membership Services Administrator	<b>Job Location</b> Dar es Salaam	<b>Category</b> -
<b>Job Type</b> Internship	<b>Job level</b> Intermediate	<b>Industry</b> -
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> -
<b>Secondary Industry</b> -	<b>Primary Category</b> -	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

Responsible for engaging prospective and existing members in alignment with the Company's strategic pillars, growing the membership base and enhancing value membership services

## Responsibilities

### Membership Services

- Serve as the key point of contact for Company members, in person and on the telephone, and be responsible for answering/directing their enquiries.
- Ensure member information on the Company website is current and updated regularly.
- Manage membership services, including database management, invoice generation, membership fee collection and direct communication where relevant.  
Liaise with the operations team for invoice generation, membership fee follow-up, and collections.
- Manage the secretariat emails through careful analysis, responding accordingly or forwarding them to relevant individuals.
- Support the review of membership assessment criteria based on the desired profile and development of a plan to attract new valuable members.
- Coordinate the membership recruitment drive. Build the membership pipeline by identifying leads, converting, and onboarding members.
- Coordinate member attendance for all Company events (including the monthly dinner and gala dinner) in liaison with the operations team and update the operations team for logistical purposes.
- Draft minutes for the monthly dinner meetings and submit them to the partnerships manager for review.
- Disseminate the minutes within three working days.
- Conduct analyses on membership services and support the development of a needs /expectation matrix for each member segment.
- Develop a plan for membership services per segment and share it with the Partnerships Manager for review and approval.
- Plan periodic board engagement with ministries and relevant government leadership to promote dialogue between the private sector and the government and get buy-in of key Company activities.
- Organize regular engagement with Company members based on identified needs.
- Promote dialogue between the government and private sector leaders, including drafting Company members' comments on the key policies or strategies and participation in key events.

## Driving Licence

Not Required

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