



THE SINGAPORE CONTRACTORS ASSOCIATION LTD (SCAL)

EXECUTIVE MEMBERSHIP SERVICES AND ENGAGEMENT

Overview

Reporting to the Membership Services and Engagement Manager, the incumbent is the first point-of-contact for SCAL members and is responsible for growing and servicing SCAL's membership base of Ordinary, Associate, Trade, Individual, and Student (OATIS) members, and members in the Singapore List of Trade Subcontractors (SLOTS), and provide value-added membership services.

Job Description:

- Ensure accurate processing of membership applications for new and renewal of membership - for OATIS and SLOTS.
- Help to drive and provide support for regular membership and welfare (MW) committee meetings to brainstorm new ideas and membership initiatives, to provide a consistently high level of quality membership experience to members.
- Assist to plan, co-ordinate and organise members' events and activities, where applicable
- Update and maintain membership database and relevant information, as well as supporting in follow ups with members.
- Provide timely response to all membership correspondences and enquiries.
- Ensure superior customer service is consistently provided to members and to other members of the public.
- Any other duties as may be assigned.

Job Requirements:

- Diploma or Bachelor's degree in any business discipline.
- Proven work experience in membership services. Prior membership services experience in clubs and trade associations is a bonus.
- Customer-service oriented with a problem-solving attitude.
- Excellent written and verbal communications skills
- Able to work in a team and independently.