

Job Description: Senior Manager, Membership

Position Title: Senior Manager

Location: Singapore

Organisation: Singapore Organisation of Seamen (SOS)

Job Summary:

The Singapore Organisation of Seamen is seeking an outgoing and self-driven individual to join as Senior Manager of our Membership Services Division. This role requires strong communication and organisational skills, along with the ability to develop recruitment and retention strategies to enhance the overall member experience.

The ideal candidate needs to have a passion for and interest in addressing the needs of our members and have a strong background in membership & event management, strategic planning, team leadership and be adept in systems and process optimization.

This is a full-time and permanent position reporting directly to our senior leadership.

Responsibilities

- Deliver exceptional service and support to all members.
- Develop and implement effective membership strategies that increase membership growth and member engagement, retention and satisfaction.
- Administer membership welfare schemes.
- Collaborate with senior leadership to align membership strategies with the organisation's broader objectives.
- Prepare membership reports for senior leadership on membership performance, trends, and opportunities for improvements.
- Stay updated on industry trends and best practices to ensure the membership services division remains innovative.
- Travel when necessary for overseas assignments.
- Other duties that the role may require.

Qualifications:

- **Education:** Minimum diploma in any field

Knowledge and Skills

- Strong understanding of membership programs, loyalty strategies and member engagement techniques.
- Proven track record of managing and developing teams to achieve high performance.
- Exceptional communication, problem-solving and interpersonal skills.
- Ability to think strategically while focusing on day-to-day operations and results.

- Ability to work independently and collaboratively, meeting deadlines and managing multiple tasks.
- Proficiency in MS Office and CRM systems.
- Adapt to working in a fast-paced environment.