EMEA Director

ISSA, the leading trade association for the cleaning industry worldwide, has a corporate membership that includes more than 9,200 distributor, manufacturer, manufacturer representative, building service contractor, in-house service provider, residential cleaning, and associated service companies.

ISSA helps members to successfully connect, learn and influence by offering global networking and exhibitions, regional seminars and member gatherings, professional certification, valuable market data, news, and business tools that focus on the professional cleaning industry.

The association is headquartered in Northbrook, IL, USA, with regional offices in Sydney, Australia; Toronto, Canada; Mainz, Germany; Seoul, Korea; and Shanghai, China.

ISSA EMEA (Mainz, Germany) is looking to recruit a full-time, experienced professional to ensure and develop its membership throughout the region. The ideal candidate lives less than 2 hours travel from the Mainz/Frankfurt area.

Applicants for the position should fulfill the following requirements:

QUALIFICATIONS AND EXPERIENCES

- University degree or equivalent
- At least 5 years' experience in an international association, international sales or account management position preferred. Service-related industry also is acceptable
- Demonstrated team management experience
- Demonstrated success in membership or customer development

KEY SKILLS AND BEHAVIOURS

- Leadership skills to thrive in the fast moving and evolving work environment
- An entrepreneurial spirit and the drive to build a network and achieve results
- Relationship builder, able to collaborate confidently with industry leadership, staff, colleagues, and partners
- Ambition to become the face of ISSA in the EMEA region
- Creative and innovative approach for impactful ISSA EMEA growth
- Excellent interpersonal skills and a collaborative management style
- Flexibility, both in terms of role & responsibility and of working hours
- Dynamic and resourceful
- Committed to high professional ethical standards
- Excellent verbal and written communication skills in English, other languages such as Dutch, Spanish, Italian, French or German, an asset.
- Excellent digital literacy
- Able to work independently and remotely
- Available for and enjoy frequent travel, mainly in Europe (in average 1+ weeks per month)
- Maintain regular contact with the EMEA team.

Job description:

RESPONSIBILITIES

The EMEA Director is responsible for the membership retention and development.
Members Engagement

- Develop and implement a membership strategy to engage and retain existing members
- Build, manage and maintain the relationship with existing members
- Coordinate the maintenance of the membership contact details and database.

Membership Development

- Develop strategies for membership growth
- Develop the membership by a pro-active business and commercial approach
- Oversee and further develop the EMEA member benefits, services and resources
- Implement and manage operational plans, including member events, programmes and projects.
- Collect and provide the marketing, membership and education teams with all relevant information that could support the membership growth

Team Management

- Manage and coordinate the work of two Membership Customer Service Representatives.
- Provide leadership and motivate the team to achieve membership growth.

Strategic Planning & Coordination

- Lead development of EMEA strategic plans
- Assist the Vice President of International Services with global strategy
- Contribute to organisational planning and strategy as a senior member of the ISSA team.

DESCRIPTION of the RELATIONSHIPS

- Report to the Vice President of International Services
- Management of EMEA Membership Customer Service Representatives
- Close collaboration with all other team members
- Key contact for the ISSA European Council of member advisors

WE OFFER

- A full-time contract.
- Acceptable flex and home working
- An exciting job in an international environment.
- A fun and challenging working environment.

HOW TO APPLY

Please submit your CV and covering letter to michelballieu@step2to.eu mentioning “EMEA Director” in subject line.