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Registration No. ROS 239/73 TAP

About The American Chamber of Commerce in Singapore

Established in 1973, the American Chamber of Commerce in Singapore (AmCham) is the largest international business association in Southeast Asia, representing over 700 member companies and over 5,500 senior business executives. AmCham is a non-partisan business-progressive Association. Our mission is to promote the interests of AmCham members in Singapore and the region by providing advocacy, insights, and connections through its programs, events and publications. AmCham delivers over 200 events annually ranging from networking events to thought leadership talks, seminars, and conference on a wide-range of issues.

About the Role: External Relations Manager

AmCham Singapore seeks a poised and confident External Relations Manager with sales, and/or communication experience to be part of a dynamic business development team. This full-time position will report to the Director of Business Development & Operations and work closely with AmCham's Executive Director, Board of Governors and AmCham's business leaders to drive member recruitment and retention efforts. This position affords a high level of intellectual stimulation, autonomy, and endless opportunities to massively build their professional network.

The successful candidate will have previous experience as a communicator and influencer with high emotional intelligence to develop strong relationships among diverse stakeholders. This is also a sales-oriented role that requires a professional who is a self-starter, meticulous in account management and thrives in a fast-paced collaborative environment. As an External Relations Manager, s/he will be responsible for meeting monthly, quarterly and annual new member recruitment and/or member retention targets.

The External Relations Manager will manage the day-to-day engagement activities with existing members as well as engaging with prospective member companies. External Relations Managers are frontline representatives of AmCham and are expected to cultivate and maintain an extensive knowledge of all Chamber programs, services, initiatives. S/he will be expected to closely monitor industry trends and local issues impacting the Chamber's members.

Major Responsibilities

- Engage with existing member companies daily (e.g., emails, phone calls, in-person meetings etc.) to ensure our members continue to effectively leverage on the benefits of AmCham membership
- Respond to queries from member companies or prospective members in a timely manner
- Actively seek new member leads and follow-up as appropriate in a timely manner and schedule appointments and personal visits with prospective member companies
- Hit or exceed monthly new member recruitment and/or retention quota as established by supervisor and achieve budgeted revenue goals
- Help develop and execute research-based member recruitment and retention strategies including membership benefits messaging
- Develop standardized reports using CRM system that provide detailed information on the life cycle for members and their engagement activities with the Chamber

- Update CRM on a regular basis and ensure member account information is accurate
- Actively support and participate in Chamber events and programs

Requirements

Strong candidates will have a sophisticated understanding of relationship management, as well as demonstrated success with sales/account management. S/he must be able to acclimate quickly, assess the internal and external priorities and establish the relationships they need to move forward and execute. AmCham has a lean and extremely high-performing team with a flat organization structure, so s/he must be able to work independently as well as in a highly collaborative environment.

- Minimum of 5 years of experience in account management, communication, sales, and/or stakeholder engagement
- Bachelor's Degree in communication, international relations, political science and/or marketing preferred
- Great business and common sense, results-oriented and the ability to work in a fast-paced environment with minimal supervision
- Exceptional interpersonal skills to effectively cultivate relationships with prospective members, existing members, and external stakeholders
- Intellectually curious, a great work ethic, and a sense of humor is a must

To Apply

Qualified applicants are invited to email a detailed resume and salary expectation to Celina Chong at hr@amcham.org.sg. Only shortlisted candidates will be contacted upon selection. Interested individuals are strongly encouraged to submit their applications as soon as possible.