



SOLOMON ISLANDS CHAMBER
OF COMMERCE AND INDUSTRY

JOB DESCRIPTION

Membership & Services Officer

Job Purpose:

To undertake and drive membership services to the SICCI membership in a proactive manner to help SICCI deliver its Strategic Plan. The officer will be responsible for developing, managing and implementing a membership plan and services.

The membership officer will report to the CEO and in line with SICCI's strategic plan, will be responsible for developing and managing a membership development plan, including building and maintaining relationships with members, while working to build SICCI's membership base to engage more small medium enterprises (SME) and women in business.

ROLES AND RESPONSIBILITIES:

- In consultation with the CEO, develop, manage and implement a membership development plan, and manage membership database.
- Manage membership services and communications, including responding to member queries, producing membership and marketing material including e-newsletters, brochures and event collateral and surveys.
- Manage and facilitate member and networking events, market research, include liaising with training providers regarding relevant training for members.
- Work with the media and communications officer to promote SICCI's membership businesses services.
- Undertake research, survey and ensure timely dissemination of information to members and other stakeholders on business conditions, needs and trends.
- Build and maintain good working relationships and contact with stakeholders, such as the Solomon Islands Government, donors, the business community, NGOs and media to progress SICCI's role in supporting the private sector.
- Manage and coordinate events and activities for members in collaboration with Media and advocacy officer.
- Identify ways of improving member services, including broadening membership to include SME's and women in business.
- Advise staff and update membership development plan and event budget as required.
- Complete other membership services tasks as required by the CEO.
- Perform such other assignments as requested by the Chief Executive Officer.

QUALIFICATION:

- Degree in business, marketing, media, communications or public relations.
- Minimum of 2-3 years work experience in a similar role.
- Knowledge of market research and management.
- Ability to establish and maintain effective working relationships with organisations, members and other stakeholders.
- Strong project management and organisational skills.
- Demonstrated leadership, initiative and willingness to learn and be able to work in a team situation and with minimum supervision.
- An ability to proactively seek support and / or solutions in dealing with new or unknown tasks and issues.
- Excellent written and oral communications skills.
- Computer literate with advanced MS Office knowledge of application Excel, Word, Access and PowerPoint.
- Experience with databases, spreadsheets, websites, and social media platforms.

REMUNERATION

An attractive salary and housing allowance will be paid for the right candidate. All enquiries should be directed to the Administration Office at SICCI on phone 39542 or email ceo@solomonchamber.com.sb

All applicants must provide a cover letter outlining your interest in the position, a current CV with copy of academic qualifications, and two referees support letters with contact details.

We welcome applications from both female and male candidates.

Applications should be addressed to:

Chief Executive Officer
Solomon Islands Chamber of Commerce and Industry (SICCI)
Suite 223, 1st Floor, Hyundai Mall
Central Honiara
PO Box 650, Honiara

All applications must be received no later than **16 April 2021**. Only shortlisted candidates will be contacted to attend an interview.