



UITP (International Association of Public Transport) is a passionate champion of sustainable urban mobility and is the only worldwide network to bring together all public transport stakeholders and all sustainable transport modes. We have more than 1,700 member companies coming from 100 countries. Our members are public transport authorities and operators, policy decision-makers, research institutes and the public transport supply and service industry.

We are currently looking for a:

## Membership Assistant

The Membership Assistant provides organizational and administrative support to the membership team on a daily basis. He/she anticipates its needs as far as possible.

### TASKS

You will be responsible for:

1. General assistance on members administration including:
  - a. Regular updates of the CRM to reflect the situation of our members: add new contacts, update new contact details, activate or deactivate access to services, etc.
  - b. Follow up of invoices for existing members, encoding fees, sending of reminders when needed, extracting payment reports on regular basis, issue reports, queries
  - c. Issue and follow up (correct ions if needed) membership invoices for new members and correction of invoices when needed
  - d. Support to preparation and attendance of the General Assembly
  - e. Prepare and manning the Premium lounge during some UITP Summits.
2. Following up the weekly payment reports, updating status, unblocking the services in the system
3. Sending certificates and welcome packs to new members
4. Encoding and following up debt collector files
5. Following up lost contacts upon returned postal mailings
6. Treating requests from members and colleagues (by phone, emails etc) , including from the members hotline and the membership mail box
7. Bringing occasional administrative support to the Head of Membership when needed;
8. Fulfilling his/her responsibilities and tasks according to the RISE values of UITP.
9. Being trained to be back-up person for Membership Services Manager
10. Being open take more responsibilities in middle term in membership team

## PROFILE REQUIREMENTS

- Excellent written and spoken English, French and other languages are an asset
- Happy to give support to a team and to members
- Very well-organized, rigorous and at ease with numbers (follow up of invoices, payments etc.)
- Service oriented
- IT literate, at ease with classical duties of an assistant
- Quick learner
- Sense of initiative, proactive, problems solving attitude
- Integrity and professionalism

UITP offers an opportunity to work in a dynamic and international environment and contacts with its members worldwide.

Deadline for application: 25/09/2020

Starting date: Autumn 2020

Please send your CV and motivation letter to [anne-francoise.falisse@uitp.org](mailto:anne-francoise.falisse@uitp.org)