



Community Engagement Coordinator

ICCA - the International Congress and Convention Association - is the global community and knowledge hub for the international association meetings industry.

ICCA is the global association leader for the international meetings industry and specialises in the international association meetings sector, offering unrivalled data, education, communication channels, and business development and networking opportunities. Since its establishment in 1963, ICCA represents the world's top destinations and most experienced suppliers specialised in handling, transporting and accommodating international meetings and events, and comprises of over 1,100 member companies and organisations in almost 100 countries and territories worldwide.

ICCA encompasses all major stakeholders in the world of association meetings, by opening its doors to associations with the launch of the "ICCA Association Community", offering education, connections, tools and resources to associations to organise more effective meetings.

ICCA has a global presence via regional offices in Africa, Asia, Latin America, Middle East and North America. The **Community Engagement Coordinator** is based at ICCA's head office in Amsterdam.

What are we looking for?

Due to the resignation of our colleague, the Membership & Associations department is looking for a replacement to keep the team in balance.

As **Community Engagement Coordinator**, you will directly support the Community Engagement Manager with the development of ICCA's association relations, the Association community and association-based content for ICCA events. The Community Engagement Coordinator's main responsibility is to provide administrative, technical and CRM based support for the association community.

Responsibilities

As **Community Engagement Coordinator** you are responsible for:

- Overall maintenance of the ICCA Association Community administration and updating of the related CRM records
- Assist the Community Engagement Manager with updating various association related publications including white papers and other resources
- Provide technical support for associations with navigating My ICCA Portal, and provide relevant technical training to increase overall usage of the portal
- Carry out manual mailings to association contact lists as required
- Assist the Community Engagement Manager with the development of content for social media, blog posts and other digital content
- Assist the Community Engagement Manager with the development of digital and printed promotional materials as required
- Moderation of online community platform and assisting the Community Engagement Manager in the development of relevant content
- Assist Community Engagement Manager and Regional Directors with the Association Relations Program including issuing invitations and providing recommendations on how to engage associations in related activities



- Assist the Community Engagement Manager with the recruitment of association volunteers to participate in ICCA activities such as speaking opportunities, advisory groups and ad hoc task forces as required
- Any other tasks and projects related to Association relations management to fulfil the above function

To succeed in this role, you should have the following skills and experience:

- Bachelor's degree ("HBO") with 2-year experience or MBO 4 with at least 5 years of experience
- Fluent in English in word and writing
- Experienced in working with Microsoft Dynamics, CMS and HTML knowledge
- Knowledge of online community platforms and online conference/meeting technology
- Knowledge of mass-emailing software is a plus
- Living in the Amsterdam area and has the necessary residence/work permits to live and work in the Netherlands
- Strong attention to detail, good planning and organisation skills
- Pro-active and hands-on way of working
- Good knowledge of using the MS Office package

What we offer

ICCA is a global organization in transition. This challenging phase gives you great opportunities to develop yourself and the organization. When joining ICCA, you will get:

- A full-time employment contract (37.5 hours per week) for one year
- A competitive salary
- A bonus scheme based on collective targets and individual achieved results
- A pension plan
- 25 vacation days per year
- Possibility to work from home
- If you do have to come to the office, you will get your commuting expenses reimbursement

Application

If you are interested in this position, please send us your detailed CV and accompanying motivational letter on why you feel you are the right person for the job.

Applications should be received no later than **12 March 2021** and should be sent to hr@iccaworld.org.

For more information about the position, please contact Frances van Klaveren, Community Engagement Manager via Frances.k@iccaworld.org.

Applications will be reviewed in the week of **15 March 2021**, after which you will receive a response to your application.

*Disclaimer: Please note that due to high interest in positions at ICCA, we may not be able to handle your application personally. If you have not heard from us before **19 March 2021**, you may assume that we will not move your application forward. We appreciate your interest in working at ICCA and wish you the best of luck in your search. Thank you for your understanding.*