

Intern's responsibilities

- **Relationship with members- external communication:**

- **Draft correspondence where required:** mailings New Members Patron and Corporate, welcome letters and Welcome Packs for new members and new "Nominated Representatives", follow-up letters for resignations (accepted or rejected), etc.
- **Assist in updating the database** (new contacts, new addresses, change of fax/telephone number, update of "Activity Notes" if necessary, change of representatives' status, etc.)
- **Update the documents used by Membership Department to work** (list of contacts Patron and Corporate: Main Representative, PA – follow up tabs for each project/action, list of members by sector or contact type, etc.)
- **Follow-up members:** answer requests for information or assistance when required (detailed list of benefits linked with their membership, use of member section on website, deadline for publications, etc.), ensure that they receive a few e-mails (follow-up by phoning members or their PAs, etc.)
- **Classify and file Membership folders for each member** (application forms, communications – emails – and mailings, booklets, letters of resignations, etc.)

- **Assist in canvassing:**

- **Prepare the Chamber's information packs** (« Membership Pack », PowerPoint presentations, etc.)
- **Send information packs to potentially interested firms**, ensure the follow up until the meeting with the Head of Department (potential Patrons and Corporates)
- **Assist in the management of marketing projects:** focus on industrial sectors, select the companies to contact, prepare selling actions and marketing letters, produce lists for mail shots, mailings, etc.
- **Read and sort mail and magazines / newspapers / websites** linked with the Franco-British community and identify potential members.
- **Prepare the documents for the department's meetings:** booklets, background on the Chamber's relations with the company, etc.

- **Produce the Franco British Trade Directory:**

Assist Membership Coordinator in the production of the Member's Directory (FBTD) published once a year.

- Gather the updated information for each member
- Follow up by phone and by email in coordination with other trainee.
- Collect approved forms to print
- Update the list of useful contacts
- Assist in the production of indexes
- Proofread and correct the final document
- Assist in the preparation and sending of directories to the members

- **Administrative support- internal communication:**

- **Ensure administrative support for Membership department** (send letters and/or faxes; answer the phone for the department if necessary, etc.)
- **Cover the Chamber's reception** at lunchtime (2 hours a week) and during receptionist's vacations
- **Occasionally assist the rest of the team:** important mailings, assist for a few events, etc.

Intern's profile

- Good knowledge of written and spoken English
- Fluency on the phone in French and English
- Good knowledge of basic IT tools (MS Office, Outlook, research on Internet, etc.)
- Self-starter, organised, flexible
- Eager to work as a part of a team
- Good interpersonal and communication skills
- Strong analytical skills

Please send your **CV** and **Cover letter**

To **Aude Reungoat** - *Membership Coordinator* - areungoat@ccfgb.co.uk