

Members Relationship Officer

The European Cyber Security Organisation (ECSCO) is seeking a highly motivated and skilled professional to join the team as Member Relationship Officer. This role is responsible for building and maintaining strong relationships with ECSCO's members and link with new members, ensuring their satisfaction and engagement with the association's activities. The ideal candidate will have a proven track record of success in building and managing relationships.

About ECSCO

The European Cyber Security Organisation (ECSCO) is a **not-for-profit** membership-based organisation established in 2016. Uniting more than **320 stakeholders**, ECSCO develops a competitive European cybersecurity ecosystem that provides **trusted** cybersecurity solutions, advances Europe's technological **independence**, and unifies its cybersecurity posture. ECSCO also leads the European project **ECCO**, supporting activities needed to develop, promote, coordinate and organise the European-level Cybersecurity Competence Community.

Main Responsibilities

Under the supervision of the Secretary General and the COO:

- Improve and implement a comprehensive members' relationship strategy to enhance members' engagement and satisfaction.
- Identify and prioritize members' needs and expectations to ensure that ECSCO's activities and services meet their requirements.
- Establish and keeping direct contact with ECSCO members.
- Provide proactive and responsive support to members, addressing their inquiries, concerns, and requests.
- Oversee the execution of members' onboarding and exit processes.
- Maintain tools used for Members relationship management (including data bases).
- Coordinate internal processes related to the members' management.

- Track and analyse members' engagement metrics to identify areas for improvement and optimize members' relationships.
- Secure sponsorship offers from relevant entities to support ECSO's activities and events.
- Drive the expansion of ECSO's membership base (searching for new members), diligently following the agreed-upon strategic direction.
- Support execution of the events, communication and marketing campaigns oriented at the members.
- Help to achieve the financial goals of the organisation.

What we offer

- Full-time position.
- 12 months CDD renewable.
- Gross salary in line with similar positions in Brussels, also depending on your experience and background.
- Hybrid work environment (office presence in Brussels required 3 days per week).
- Extra-legal benefits: meal allowance, monthly lumpsum coverage of certain costs, hospitalisation/health insurance.
- A unique opportunity to collaborate and interact with the international community of cybersecurity experts, contribute to international cybersecurity projects as well as observe first-hand evolving trends in the European cybersecurity industry.

Requirements

- Experience in membership development, stakeholders' relationship management, or a related field.
- Exceptional social skills.
- Proactiveness
- Strong empathy and understanding of the needs and concerns of others.
- Excellent communication, interpersonal, and presentation skills.
- Strong organisational and time management skills.
- Proficiency in Microsoft Office Suite and quick adaptation to the CRM suite.
- Ability to work independently and as part of a team.
- Fluent in English (a second European language is a plus).

- Understanding of the cybersecurity ecosystem is a big plus but not a must.

Application Process

- Only applications sent to joanna.swiatkowska@ecs-org.eu will be considered.
- **Deadline to submit your application:** 10th January 2025 at noon (but please send your application ASAP, applications will be reviewed on a rolling basis).
- **Starting Date:** Preferably mid-February 2025 or earlier.
- **Location:** Hybrid (3 days per week at the office in Brussels, 2 days remotely)
- Only shortlisted candidates will be contacted.
- Only EU citizens are eligible for this position.

In accordance with the GDPR, ECSO ensures that your data will be processed exclusively for the purposes of completing this recruitment process. By applying, you consent to the processing and storage of your data. Your data will be made available to the Secretary-General as well as the administrative personnel responsible for the recruitment process. You can withdraw your application and the right to process the data that you have provided to us at any time by sending an e-mail to secretariat@ecs-org.eu