



Do you have a passion for member care? Are you ready for the next step in your career?

Do you speak German and English?

Do you have what it takes to lead a small team & provide outstanding service to our internal & external clients?

If your answer is yes to the above, then you should apply for the newly created position of:

COUNTRY MEMBERSHIP ADMINISTRATION MANAGER (Germany)

This exciting opportunity is now open in Germany (location to be determined).

As the Country Membership Administration Manager in Germany, you are responsible for tasks of a Membership Administrator as well as managing, motivating and supporting the team of Membership Administrators and Debt Collectors in Germany in delivering the Group Membership Administration and Subscription Strategies ensuring a great membership journey will be experienced by our Club Members.

You will be responsible to:

- **Enable an efficient and accurate administration of membership contracts** (eg ensure accuracy of member data collection, correct charging of members' subscriptions and correct collection of subscriptions revenues)
- **Ensure an efficient process management** (eg manage membership debt through Debt Collector, set-up approved promotions, make recommendations to improve internal and member facing processes)
- **Encourage and facilitate good inter-departmental working relationships** (eg build positive relationships with respective General Managers and all relevant departments to deliver a positive member journey)
- **Support the personal development of the team** (eg train and support new Membership Administrators & motivate and coach team members to deliver high performance)

You will need:

- Knowledge and experience in or a very good understanding of Membership Administration
- Good leadership and personal skills and very good communication skills
- Knowledge in Microsoft Dynamics or another CRM -System would be of an asset
- Desire to learn and grow
- Very good English and fluent German
- High level of attention to detail
- Flexibility to travel to Clubs on a regular basis
- Occasional work on weekends

Are you interested?

If you would like more information, including the full Job Description, about this opportunity, please contact Beate Borst, 030-890 6888-859.

To apply, please send your CV and covering letter to Beate Borst, bborst@aspria.de.