

digitalswitzerland is a Swiss-wide, cross-sector initiative that aims to strengthen and anchor Switzerland as a leading digital research and innovation location. The umbrella organization, comprising both an association and a foundation, includes more than 220 members and partners from renowned companies, SMEs and startups, cities and cantons, decision-makers from politics and administration, technical colleges and universities, associations and NGOs.

For our Zurich office, starting **as soon as possible**, we are looking for support:

Member Relations Management (80-100%)

- You are an open minded, hands on personality who is not afraid to pick up the phone and speak to our members
- You have the ability to empathize with various types of organizations, to identify interests and to define suitable joint activities based on our project portfolio
- You know how to communicate effectively to inspire members and drive participation and engagement in events and projects
- You know how to tailor messaging for C-suite executives and operational contacts
- Working with a CRM is part of your daily work, segmentation, targeting, tailoring and analyzing data to get to know our members and suggest appropriate projects

As a Member Relations Manager, you are part of an enthusiastic, dynamic team at the heart of digital transformation and innovation. You will be responsible for the following tasks:

- Member Relations: You know our members, their interests and backgrounds and most of all: why they are member of digitalswitzerland
- Member Entertainment: You make sure that our members are being heard and are always updated with our latest projects and deadlines and opportunities
- Member Engagement: You make sure that our members are satisfied with the level of activities they participate in and evaluate in cooperation with the project managers whether they are missing on projects that could be of interest to them
- Member Satisfaction: You listen to the member feedback and find solutions for improvement
- You keep our CRM up to date with useful information and insights about our members, analyze the data and create the needed dashboards to boost our sales activities

Your background:

- You are fluent in German, French and English.
- Location: Switzerland
- Completed degree (FH / Uni) is a plus

- 2 to 4 years of professional experience in the field of Key-Account Management, Relations/Client Management or similar
- You've worked in a small organisation before
- Experience in a member-based organization a strong plus
- Strong knowledge of CRM and email marketing platforms (Hubspot a plus)
- Interest in digital transformation in Switzerland, innovation and technology
- A high level of commitment and energy, and the ability to work under pressure, with tight deadlines in a fast-paced and dynamic environment

What we're offering:

At digitalswitzerland you are contributing to a purposeful mission while having the opportunity to develop your skills and professional network. In our dynamic organisation you can bring in your individual strengths to advance our mission, master interesting challenges along the way and help develop our existing projects. From day one you will work both independently and as part of the team who cares about your success. We offer a flexible workplace anywhere in Switzerland.

If you are interested in this position, **please apply over this link:** [LINK](#).

We look forward to receiving your application as soon as possible.