

digitalswitzerland is a Swiss-wide, cross-industry initiative that aims to transform Switzerland into a leading digital nation. Along with our network of 180+ association members and non-political partners, including more than 1,000 top executives, we're engaged in over 25 projects to inspire, initiate, co-create and lead digital change in Switzerland.

At digitalswitzerland we focus on different fields of activities where we believe digitalisation can be enhanced. In collaboration with our members and experts, we push the limits of innovation.

For our Zurich office, starting as soon as possible (upon agreement), we are looking for a:

Head of Member Relations, 80 - 100% **(Perspective to join the Management Board)**

As the Head of Member Relations, 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

- **Member Relations:** You maintain strong relationships and regular exchange with our members in order to understand their interests and inspire them.
- **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 projects or activities that could be of interest.
- **Member Impact:** You make sure that our members are being heard and are always updated with our latest initiatives, events and other activities.
- **Member Satisfaction:** You listen to member feedback, find solutions and inform the CEO of possible dissatisfaction.
- You keep our CRM up to date with useful information and insights about our members.
- **Member Value:** You position the Member Relations function strategically with a strong focus on member value and impact.

Sales

- You develop a **sound sales strategy** to attract and win new members for digitalswitzerland.
- You identify **potential new members**, generate a strong pipeline of prospects and attract them becoming an active part of the digitalswitzerland ecosystem as members of the association or the foundation.

- You develop a list of **C-Level contacts** for these prospects in order to expand the digitalswitzerland network.
- You schedule **meetings and presentations with prospects** on digitalswitzerland's value proposition and showcase areas of their potential active involvement.
- You understand and promote digitalswitzerland's initiative/projects and - in strong collaboration with the Project Managers - **support fundraising activities** for these to generate additional income for the association and/or foundation.
- You meet or exceed **sales goals** (new member acquisition, fundraising for major initiatives).
- You **negotiate all contracts** with prospective clients after consultation with the Co-Leads of the Member Engagement function.

Our expectations

- Master's or Bachelor's degree in Business Administration or related field
- Leadership experience in sales and marketing
- You are fluent in German, English and potentially French
- 5 years of professional experience in the field of Key-Account Management, Relations/Client Management or similar
- Experience in a member-based organisation is 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

We offer

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 campaigns and programmes.

We offer a flexible workplace in Zurich, Bern, Lausanne and home office. From day one, you will work both independently and as part of the team that cares about your success.

If you are interested in this position, send your application via this link or send it to info@digitalswitzerland.com or apply via this [link](#).

We look forward to receiving your application by 30.09.2023.