

## **1. BACKGROUND**

### **1.1 About ICMA**

ICMA is a membership association, committed to serving the needs of its wide range of members representing both the buy side and sell side of the industry. Its membership includes issuers, intermediaries, investors and capital market infrastructure providers. ICMA currently has more than 610 members located in over 65 jurisdictions worldwide.

Working actively with its members in all segments of the wholesale market, ICMA focuses on a comprehensive range of regulatory, market and other relevant issues, which impact market practices and the functioning of the international debt capital markets.

In addition, ICMA responds to the needs of its members on the buy side, both asset managers and investors, by focusing on relevant regulatory, market and other issues throughout the full spectrum of their activities.

The mission of ICMA is to promote resilient and well functioning international debt capital markets, which are necessary for economic growth.

ICMA seeks to achieve this through:

- helping to build trust in the industry by promoting internationally accepted standards of market practice through the development of appropriate, industry accepted, guidelines, rules, recommendations and standard documentation, to maintain and enhance the framework of cross border issuing, trading and investing in debt instruments;
- bringing all segments of the industry together both the buy side and sell side, and encouraging dialogue between the industry as a whole and the authorities - including governments, regulators and central banks - at a national and international level to ensure that financial regulation promotes, in a balanced and proportionate way, the resilience, efficiency and cost effectiveness of international debt capital markets;
- promoting networking and information flow amongst market participants and between market participants and the authorities, by organising market conferences, seminars, roundtables and meetings;
- promoting high professional standards for market participants through market focused education.

ICMA is committed to equality, diversity and inclusion, and to promoting the highest standards of professional integrity.

Further information can be found on the ICMA website [www.icmagroup.org](http://www.icmagroup.org)

### **1.2 About the Membership department – Zurich**

The membership department, which plays a pivotal role in the Association, is responsible for handling members' applications and all their data; this comprises a life cycle for each member, starting before

they join the organisation. It includes interfacing with the members on general queries and general maintenance; supporting all the needs and requests of members; and marketing the benefits of membership.

Based in Zurich, it coordinates with and supports the legal and the communications departments.

## 2. KEY SKILLS

The Membership Assistant should have most, or all, of the following key attributes:

- At least 4 years' administration experience
- Excellent oral and written communication skills in both English and German.
- Marketing experience
- Basic knowledge of economic issues
- Ability to organise themselves, prioritise, work independently and be self-motivated at all times
- Customer service experience and orientation
- Initiative
- Adaptability
- Flexibility
- Interpersonal skills and the ability to work in a small team environment
- Ability to represent and communicate ICMA's image in terms of professional responsiveness to membership demands
- A good understanding of desktop PC applications (Microsoft Office, MS Word)
- A good knowledge of internet search engines
- A reasonable knowledge of other IT applications including CRM's
- Other European languages an advantage

## 3. RESPONSIBILITIES

The following are the primary responsibilities for the Membership Associate at ICMA Zurich.

The incumbent should be able to perform all of these:

- Provide support to management to achieve ICMA's operational objectives and commitments within the scope of the incumbent's abilities and experience

### **Daily Membership Administration**

- Processing of applications for membership and changes to membership (mergers, transfers, name changes, ownership changes, Principal Delegate changes and resignations)
- Responding to general queries regarding membership
- Assisting with applications
- Updating/monitoring of the membership database
- Updating, invoicing and monitoring of accounts systems records related to membership, where applicable

### **Membership Relations**

- Develop a close working relationship with members

- Ensure ongoing smooth relationships with members
- Address all relevant enquiries of membership base

#### **Annual General Meeting**

- Carry out all necessary administrative work in connection with the Annual General Meeting

#### **Membership Regulatory Status**

- Carry out all necessary administrative work in connection with the annual update of the members' regulatory status including preparation, collection and dissemination of information

#### **Membership Committee**

- Preparation and collation of the necessary documentation for the membership meetings, to include proofreading and editing of the membership committee agenda and minutes

#### **Mailings of circulars, legal notices and general mails**

- Preparation and distribution production of mailing of circulars, legal notices and general mails

#### **Regional Committees**

- Provide assistance to the regional chairmen and committees by preparing membership data and mailings, where applicable, and occasional secretarial assistance

#### **Website**

- Carry out all necessary administrative work in connection with the updating of the membership website

#### **Legal**

- Liaison with the legal department to support legal enquiries of members

#### **Other**

- Perform any other duties as reasonably required by the Director of the Membership Department, if necessary outside office hours and, very occasionally, at weekends.

## **4. REPORTING**

The ICMA Membership Associate will report to the Senior Director of the Membership Department.

This job description may be amended by management from time to time to fit changes deemed necessary. No material changes to job responsibilities shall be valid unless made in writing and signed by management and the incumbent.

If you are interested in applying, please send your CV to [sergio.cricri@icmagroup.org](mailto:sergio.cricri@icmagroup.org)