



ESTRO Programs Administrator

Job objective

The ESTRO Programs Administrator is responsible for ensuring a smooth support to ESTRO Units. Together with the other ESTRO Programs Administrators, s/he actively contributes to the administrative and logistics support of Education, Congress and Membership activities. As such, s/he is also in charge of administering, configuring and/or developing the CRM, aiming at providing the most efficient tool to manage the activities smoothly and effectively. The ESTRO Programs Administrators serves as point of reference/subject matter expert (SME) for his/her areas of expertise and jump in for these when necessary.

Main Responsibilities

As part of the pool of ESTRO Programs Administrators:

- Process the membership, course and conferences registrations
- Ensure the administration for membership, courses, workshops and conferences:
 - answer requests from members and participants
 - send invitations and reminders
 - retrieve filtered participants and mailing lists upon request
 - print lists/badges/diplomas
 - compiling evaluations
- CRM administration:
 - update contacts and organizations
 - supervise online registrations and enter manual registrations (groups and individuals) when needed
 - configure registration platforms
 - configure automatic recurrent messages
 - test online registration platforms before launch
 - retrieve filtered participants and mailing lists upon request
 - retrieve statistics upon request
 - report bugs
- Website administration:
 - implement changes on CMS upon request
 - update information when needed
- Provide general support and follow-up to contacts through daily communications (e-mail, phone, helpdesk)
- Check payments and registrations according to deadlines and liaise with accounting for chasing and follow-up



- When necessary, cover for absences or provide support to colleagues in the ESTRO Programs Administrators team
- Occasional travelling and onsite presence (registration desk – booth) during events/courses
- Participate to and/or lead transversal projects
- Office and reception duties when needed
- Other duties as per defined scope

Education and professional experience

- Certificate Bachelor degree
- 1-2 years of experience in a similar position

Skills and competencies

- Very good command of English is mandatory (working language of the Society)
- Positive mindset
- Trustworthy
- Collaborative spirit
- Sense of responsibility
- Excellent organization and planning skills
- IT literate (office, CRM, CMS)
- Strong time management
- Ability to multi-task and to prioritize work
- Proactivity
- Autonomy
- Ability to meet changing deadlines
- Flexibility

To apply, please send your **CV** and **cover letter** in English (with reference “**ADMIN**” in the subject line) by 31 July 2019 latest to recruitment@estro.org. Only shortlisted candidates will be contacted. Contacts should happen by 7 August.