

Community Officer

European Society of Association Executives (ESAE)

Location: Brussels & hybrid

Contract: CDI - Contrat à Durée Indéterminée

Start Date: October 2025

About Us

ESAE is the leading European organisation bringing together Association professionals. We empower Association professionals by cultivating an inclusive Community where peers connect, share best practices, and elevate one another through continuous learning and growth.

Job Purpose

Are you eager to grow professionally in a dynamic European Association? As a Community Officer, you will support us in managing and engaging with our growing membership and with the organisation of our many initiatives.

Key Responsibilities

Membership Operations

- Be the first line of assistance to members and stakeholders, responding to practical queries.
- Manage ESAE's CRM/AMS platform and ensure accurate, up-to-date membership records.
- Track and report on membership engagement, preparing relevant insights for management.
- Manage ESAE's community platform, posting updates on events, initiatives, and resources.
- Contribute to the creation and distribution of content across ESAE's communication channels, ensuring opportunities and resources reach members effectively.
- Draft and share concise summaries and reports following ESAE events and Community meetings.

Administrative Tasks

- Assist the Managing Director with administrative duties necessary for the smooth operation of the Society.
- Issue invoices, track payments, and follow up with members on outstanding fees to ensure timely collection.
- Assist with the organisation, execution, and follow-up of meetings of ESAE's Board of Directors, committees, and Communities of Practice.
- Maintain accurate contact lists for members, partners, and stakeholders.

Events Operations

- Assist with the preparation and delivery of ESAE's internal and external events when required.

- Liaise with contributors, moderators, and speakers to prepare presentations and background materials.
- Actively contribute to the preparation and delivery of ESAE's flagship event – European Association Summit & Awards (March 2026).

Communications Tasks

- Provide support when required, including design and copywriting.
- Support the preparation and delivery of communications, including invitations, reminders, and follow-up messages.
- Assist in drafting and editing content for ESAE's website, newsletters, and LinkedIn, ensuring accuracy and alignment with ESAE's communication style.
- Contribute to maintaining consistency of tone, professionalism, and quality across ESAE's communications.

Expected availability for limited work travel in Europe.

Qualifications

The ideal candidate is passionate about their work and thrives on completing tasks with precision. You possess a valuable mix of organisational and interpersonal skills:

- Excellent spoken and written English. Dutch or French can be a plus
- Background and/or experience in EU Public Affairs, Business Administration, Project Management, Communications, or Events Management
- Proven experience with website management platforms and managing databases (CRM/AMS)
- Familiarisation with membership processes, invoicing, and basic financial administration.
- Exceptional attention to detail and problem-solving competencies
- Ability to prioritise while managing multiple tasks, demonstrating time-management abilities
- Teamwork and collaboration skills

What We Offer

- An open-ended contract under Belgian Employment Law.
- Opportunity to build and develop your skills and expertise
- Work in a vibrant and growing association with a supporting community of Association leaders

Other benefits and compensation details to be provided at the interview process

Application Process

To apply, send your c.v. (2 pages max) and cover letter (1 page max) to info@esae.eu with the title "NAME_Vacancy_SEPT25" in the document and as the subject line. Non-personalised cover letters will not be considered. Interviews will be conducted in a rolling basis.