

Position Title	Administration Lead – Client Engagement
Business Unit	Client Engagement
Manager	General Manager Client Engagement and dotted line to CFO
Direct Reports	N/A
Location	Washington, DC or Houston, TX
Role type	1.0 FTE, ongoing
Significant relationships	<ul style="list-style-type: none"> ■ Members, prospective Members and clients, and strategic partners; local CCS, energy and climate stakeholders ■ Client Engagement colleagues globally ■ Commercial and Advocacy & Communications colleagues in US ■ Business Services Administration Leads across US, Europe and Australia

Position purpose

The Client Engagement Administrator supports US-based and Europe-based Client Engagement teammates in the recruitment and servicing of Institute Members.

Key responsibilities

- Contribute to delivery of the regional Client Engagement business strategies
- Conduct background research on companies, industries and issues relevant to CCS
- Respond to inbound requests for information on membership
- Participate in prospect recruitment meetings
- Participate in Member check-in meetings
- Promote the Institute by sharing key messages and supporting advocacy activities
- Plan, organize, and provide administrative support for events, e.g. Member meetings, webinars, briefings
- Compile quarterly report on CCS activities globally
- Update Monthly Business Development Progress Report
- Develop PowerPoint decks and other presentation materials
- Update Institute Membership collateral
- Maintain our Members Portal
- Proofread, edit and coordinate membership proposals and other outbound correspondence
- Input contact information into customer relationship management system
- Provide support to Client Engagement Leads' and GM's interactions with Members and prospects
- Other duties as required

Skills and experience

Essential

- Enthusiastic about addressing climate change and supporting the energy transition
- Accomplished written and verbal communication skills
- Proficient with Microsoft Office suite
- Keen attention to detail
- Ability to advance numerous responsibilities simultaneously

Desirable

- Experience working in a global organisation
- Knowledge of the energy and climate change landscape
- Bachelor's degree in relevant field

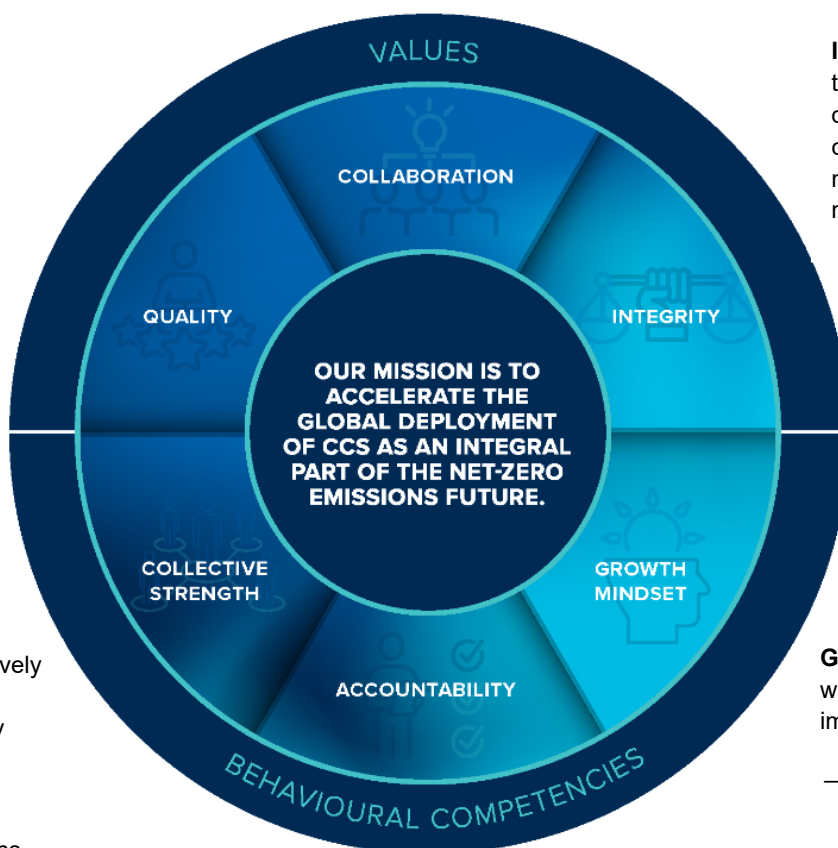
Values

Our Values underpin the way we do things at the Institute and guide us internally in our day-to-day work. The following Behavioural Competencies align with Our Values with the aim to amplify each aspect and are essential to ensure the achievement of Our Mission.

Collaboration - We work cooperatively and our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.

Quality - We strive for excellence in all that we do. We are a trusted, knowledgeable and responsive organisation known for exceptional advice and service delivery.

Integrity - We hold ourselves to the highest standards in all we do. Our actions and communications are responsive, ethical and respectful of diversity.



Collective Strength - You actively develop and leverage the Institute's collective strength by

- Honouring and acknowledging your colleagues' skills, strengths, and contributions.
- Building meaningful relationships on a foundation of trust, mutual respect, appreciation and empathy with colleagues, Members, clients, and partners.
- Facilitating people and ideas coming together beyond hierarchical and organisational boundaries through effective communication, knowledge sharing, and proactively seeking input.

Growth Mindset - You seek ways to continuously learn and improve by

- Fostering an environment open to diverse ways of thinking and operating.
- Seeking, providing, and responding to feedback in a productive and respectful manner.
- Recognising the limits of your own experience and skills and taking proactive steps to grow them.
- Embracing failures, challenges, and setbacks as opportunities for growth and learning.

Accountability - You hold yourself and others accountable by

- Taking personal responsibility for deliverables.
- Keeping a focus on delivering outputs that are accurate, timely, and of a high standard.
- Acknowledging ownership and accountability to promote solutions.
- Identifying areas for improvement across the Institute and appropriately providing feedback to those responsible.