

Paid internship

01.07.2012 until 31.12.2012

Customer Relationship Management & Sales Administration **INTERN**

The European Wind Energy Association is the voice of the wind industry, actively promoting wind power in Europe and worldwide. It has over 700 members from almost 60 countries, including wind turbine manufacturers with a leading share of the world wind power market, plus component suppliers, research institutes, national wind and renewables associations, developers, contractors, electricity providers, finance and insurance companies, and consultants. This combined strength makes EWEA the world's largest and most powerful wind energy network.

Scope

EWEA is looking for an intern to support the Business Development unit.

Do you love database management and want to develop your knowledge ? If you are looking for real-world experience in a dynamic environment, this position is right for you.

The intern will participate in following tasks:


- Input and update of contacts, accounts and account information included in the EWEA CRM system, under the guidance of the Senior Business Development Manager.
- Enter the exhibition, sponsorship and advertising contracts in the CRM tool
- Support and learn about the implementation of a new invoicing system

Projects are diverse and may include:

- Input and update of contacts and leads in the CRM
- Remove any duplicated information from the system
- Handle accounts relationships (eg. linking subsidiary companies to their headquarters' mother company)
- Update the profile of contacts: sales representatives, marketing representatives, public affairs representatives, engineering, etc
- Convert "Leads" into "Contacts" and "Accounts"
- Processing sales contracts in CRM (liaison with the Business Development team)
- Liaison with the Finance unit about invoices
- Support on other sales administration tasks on request

Profile:

- Bachelor degree is preferred
- 1 year experience with CRM systems and/or management of databases is required
- Good level of written and oral English;
- Excellent organization skills
- Detailed-orientated
- Strong team spirit
- Detailed knowledge of CRM systems (preferably MS Dynamics)
- Computer literate : Excel, CRM, Word, Access, Outlook

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- Good analytical skills
 - Positive mindset
 - Very accurate and reliable
 - Stress resistant

To apply, please send your CV and a cover letter in English to jobs@ewea.org with reference “CRM intern” by 10 July 2012.

Note: only short-listed candidates will be contacted.