

Customer Relations & Certification Manager

Intergraf a.i.s.b.l. is a European non-profit association located in Brussels, Belgium representing the printing industry. Intergraf organises one of the largest international events for the security printing industry, providing a specialised platform for security printers, their suppliers and customers.

Intergraf has also developed standards for security printers and their suppliers for over 15 years and initiated the development of the CWA 14641, CWA 15374 and, most recently, ISO 14298 (Management of Security Printing Processes) standards. Over 100 production sites in more than 45 countries are currently certified.

We offer an exciting role in a small international team, combining public relations and promotion of our certification activities.

Job purpose

The main purpose is to build and sustain good relationships with the security printing industry through direct contact and participation in events in the field, in order to draw prestigious speakers as well as participants to Security Printers, International Conference & Exhibition.

The second purpose is to promote, sell and develop the certification services offered by Intergraf.

Duties and responsibilities

Security Printers, International Conference & Exhibition

- Contact with main industry players' senior management to ensure the presentation of their latest technological developments at the event
- Contact with high-level officials in central banks, ministries and law enforcement worldwide in order to increase their participation in the event
- Liaise with participants and exhibitors to ensure the event is in line with their expectations
- Contact with relevant international organisations in the field
- Contact with potential speakers to ensure their participation in the conference programme, in close liaison with Intergraf's Committee of Experts, Secretary General and Event Coordinator
- Continuous evaluation of the competition and its possible impact on the event
- Provide marketing support to the event, together with the Event Coordinator
- Coordinate the design of Intergraf's booth, together with the graphic designer and the Exhibition Coordinator
- Close cooperation with the event team as well as the Secretary General
- Contribute to the strategic development of the event and propose ideas for improvement

Certification of Security Printers

- Promotion of Intergraf's two certification schemes for security printers and suppliers, including their use by tendering authorities and other customers (i.e. governments, ministries, postal authorities etc.)
- Raise awareness of Intergraf's ISO 14298 among end customers, such as central banks, ministries and law enforcement, as well as EU officials, through personal contacts, presentations and publications
- Sell and develop the certification services offered by Intergraf
- Continuous monitoring of ISO standards in the field
- Propose new ideas for certification and activities linked to it

- Maintain and update customer database
- Invoice and follow-up payments related to certification services
- Issue certification documentation
- Concept, design and content of related marketing material

Other tasks

- Participation in other security printing events
- Public speaking at events to promote Intergraf's activities
- Screening of companies to assess their eligibility to attend Security Printers
- Coordination of the Infosecura magazine with the editor including ideas for input (guest articles, certification news, etc.), and mailing with Website & Registration Officer
- Attend meetings of Intergraf's Committee of Experts provide input for agenda

Skills and qualifications:

- Excellent interpersonal skills
- Very strong written and spoken English skills. Other languages considered an asset
- Excellent writing skills, ability to explain sometimes complex issues in simple language
- Organised and able to meet deadlines
- Enthusiastic, self-driven and able to work autonomously
- Educated to a degree level (marketing, communication, etc.)

Experience and knowledge:

- Experience in the security printing industry
- A good security printing industry network, including contacts in central banks and ministries
- Experience in project coordination
- Previous experience in event management an asset
- Experience with Content Management Systems an asset
- International exposure

The position is full-time and includes travel opportunities. The working language is English.

To apply, please send a cover letter (one page maximum), explaining how you fit the profile, accompanied by a CV and your salary expectations by e-mail to bklose@intergraf.eu under the subject "Customer Relations & Certification Manager", or by post to Beatrice Klose, Intergraf, Avenue Louise 130A, 1050 Brussels.

For more information on Intergraf visit www.securityprinters.org and www.intergraf.eu.