



Chief Operating Officer (COO)

EuroCham Myanmar

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Position in the Organization

The Chief Operating Officer (COO) reports to the Board of Directors and forms EuroCham Myanmar's Executive Team together with the Chief Policy Officer.

The COO is present together with the Chief Policy Officer in Board meetings and supports Board governance through strong financial and operational reporting.

Job Outline

The COO leads all internal operations of EuroCham Myanmar, including Finance, HR, Administration, IT systems, Events Operations, Membership Operations, Grants & Project Operations, and Revenue Development.

The COO ensures the Chamber is financially resilient, operationally efficient, compliant, and able to deliver strong value to members and stakeholders.

Key Responsibilities

1) Finance & Compliance (COO-owned)

- Lead annual budgeting, forecasting, cash-flow planning, and monthly financial reporting to the Board.
- Prepare all financial content for Board meeting packs (budget, performance, risk flags, forecasts).
- Oversee bookkeeping, payroll coordination, audits, procurement, contracts, donor financial reporting, and internal controls.

2) Organisational Operations

- Lead HR and people processes: recruitment, remuneration structure, performance management, training.
- Oversee administration, office operations, IT systems, CRM integrity, website/email stability.
- Ensure strong governance documentation and compliance with Myanmar laws and EuroCham Myanmar registration requirements.



3) Membership Operations & Service Delivery

- Improve membership onboarding, renewal processes, invoicing and CRM data quality.
- Ensure consistent and high-quality delivery of member services and operational support to Sector/Working Groups.

4) Revenue Development

- Drive new income streams through sponsorship packages, events, paid services, and operational execution of externally funded projects.
- Identify and secure funding from grants (e.g., MADE Myanmar) and other donor instruments in coordination with the Chief Policy Officer for policy alignment.

5) Events & Project Delivery

- Lead operational delivery of the annual events calendar, including budgeting, vendor management, logistics, and quality control.
- Implement donor-funded projects (operational planning, staffing, compliance, delivery tracking).

6) Executive Collaboration

- Work closely with the Chief Policy Officer to ensure operations support advocacy priorities.
- Provide integrated Chamber performance reporting to the Board together with the Chief Policy Officer.

SMART KPIs

Financial Performance (SMART KPIs)

- Deliver annual operating budget within ±5% variance.
- Increase non-membership revenue by +5% year-on-year through sponsorships, paid events, and paid services.
- Secure or maintain at least one external grant per year (e.g., MADE Myanmar or other donor instruments) with confirmed funding.
- Maintain >90% membership renewal rate through strong operational delivery and member experience and increase overall membership in absolute numbers.

Operational Efficiency (SMART KPIs)

- Achieve 100% on-time audit and donor financial reporting compliance.
- Limit event cost overruns to <5% per event through budgeting discipline and vendor controls.



Service Delivery Quality (SMART KPIs)

- Achieve average member satisfaction score $\geq 4.2/5$ on post-event/service surveys.
- Maintain $>95\%$ CRM data accuracy and complete onboarding within 5 working days per member.

Candidate Profile

- 4+ years leadership experience in operations, finance, chamber/association management, consulting or corporate support functions.
- Strong financial management capability (budgeting, forecasting, controls) and experience with audits and donor compliance.
- Proven people leadership and ability to manage multi-functional teams.
- Excellent English; Myanmar experience is an advantage.