

People of Action

Rotary is a global network of 1.4 million neighbors, friends, leaders, and problem-solvers who see a world where people unite and take action to create lasting change – across the globe, in our communities, and in ourselves. For more than 120 years, Rotary's people of action have used their passion, energy, and intelligence to take action on sustainable projects.

Help Rotary grow its impact across Africa and the Middle East

Do you enjoy building relationships, coordinating processes, and supporting volunteers who create positive change in their communities? Join Rotary International and play a key role in strengthening clubs, supporting membership growth, and helping volunteer leaders across Africa and the Middle East create exceptional experiences for current and future members.

Working with an international network of dedicated volunteers, you will combine customer service, stakeholder engagement, and operational excellence to support Rotary's mission of bringing people together to create lasting change.

As per immediate availability or upon agreement, our team in Zurich has an opening for a

Membership Growth and Club Experience Specialist - (100%)

Africa & The Middle East

As a member of the Membership Growth & Club Experience team, you will support Rotary and Rotaract clubs across Africa and the Middle East by helping strengthen the member experience, supporting membership growth and retention, and facilitating new club development.

You will serve as a key point of contact for district and club leaders, providing guidance, operational support, and practical solutions that help volunteers attract, engage, and retain members while ensuring the smooth administration of club-related processes. Working closely with Rotary International directors and regional volunteer leaders, you will contribute to membership initiatives that support sustainable growth and strong, vibrant clubs throughout the region.

This position offers an excellent opportunity to build a career within a global membership organization while working in a highly international and purpose-driven environment.

Your Contributions to the Team

- Serve as a primary contact for district leaders, club presidents, membership chairs, and volunteers throughout Africa and the Middle East, supporting membership growth, engagement, retention, and new club development.
- Coordinate and facilitate approximately 20 new club applications per month (with higher volumes during peak periods), while also administering club mergers, name changes, and club terminations, ensuring an efficient and positive experience for clubs and districts.
- Support member acquisition efforts through Rotary's prospective member management platform (Salesforce) and through initiatives designed to engage potential new members.
- Build strong relationships with volunteer leaders and develop into a trusted advisor on club governance, leadership practices, and positive club culture.
- Partner with zone, district, and club leaders to identify opportunities and share effective approaches that strengthen clubs and improve the member experience.
- As your expertise grows, provide training, guidance, and resources that help clubs increase engagement, improve retention, foster diversity, and establish new clubs.
- Collaborate with colleagues and senior volunteer leaders to advance membership strategies across the region.
- Travel within the assigned territory approximately 2-3 times per year.

What you bring

- Bachelor's degree or equivalent professional experience.
- 3-5 years of experience in customer service, stakeholder engagement, administration, membership support, volunteer management, or a related field would be preferable.
- Proficiency in English and French (written and spoken).
- Strong organizational and administrative skills with exceptional attention to detail.
- The ability to manage multiple priorities, deadlines, and processes while maintaining a high level of quality and responsiveness.
- Confidence interacting with senior business leaders, volunteers, and stakeholders from diverse cultural backgrounds.
- Excellent written and verbal communication skills, including presentations, facilitation, and professional correspondence.
- Experience using CRM systems, ideally Salesforce, is an advantage.
- Interest in and appreciation for the cultures and contexts of Africa and the Middle East.
- A collaborative mindset combined with the ability to work independently and take ownership of responsibilities.

Are you our new team member?

As our ideal candidate, you can relate to the following Self-Leading Attributes:

Engagement – You foster relationships by hearing, recognizing, and valuing others
Communication – You are open to receiving ideas from diverse viewpoints and able to communicate messages so that they are universally understood
Collaboration – You build partnerships and work jointly with others to meet shared objectives
Presence – You are able to demonstrate composure and confidence and display a professional presence
Productivity – You strive to produce consistently excellent results that will help Rotary achieve its goals
Adaptability – You respond to changes with a positive attitude and recognize when to adjust based on the situation
Innovation – You move Rotary beyond traditional ways of thinking

We offer

- An international working environment with 44 colleagues representing more than 20 nationalities.
- The opportunity to contribute to the mission of one of the world's leading service organizations.
- An attractive health insurance program.
- A 40-hour work week.
- Flexible working hours.
- Up to two home-office days per week.
- Five weeks of vacation.
- A collaborative and supportive workplace in Zurich.

Ready to join us?

Submit your application in English **by 14 December 2026**, including:

- Your curriculum vitae (CV)
- A motivation letter
- Reference letters.

Applications will be reviewed on an ongoing basis, and selected candidates may be contacted before the application deadline.

Kindly note

Rotary is unable to provide visa sponsorship, work permit sponsorship, or relocation assistance for this position. Applicants must already have the legal right to live and work in Switzerland.

About Rotary

At Rotary International, we foster a welcoming environment where all employees are valued and empowered. We are dedicated to creating meaningful opportunities and supporting the growth and well-being of our team. Join us in building a world where everyone can unite, take action, and create lasting change.

The Europe/Africa Office, based in Zurich, is part of the Rotary International Secretariat, headquartered in Evanston, Illinois, USA. Our team of 40 colleagues supports Rotarians throughout Europe, Africa, and the Middle East by providing high-quality service and helping advance Rotary's mission and strategic priorities.

Contact

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Visit www.rotary.org to learn more.