

## Operations and Members Engagement Manager

### About the French American Chamber of Commerce of San Francisco (FACCSF)

The FACCSF is building business bridges between France and Northern California.

We are a 501 c (6) non-profit, member-based organization with two main missions:

- fostering and engaging the French American Business community.
- Helping companies to set up, launch and/or develop their activities in Northern California.

Our goal is to provide the best networking opportunities to our members and community, organize relevant business events and provide the best quality of corporate services (trade missions, learning expeditions, Visas J1, mailbox services, marketing / communication, recruitment center)

We are proud of serving French and American companies with their trade needs.

More information: [www.faccsf.com](http://www.faccsf.com)

### The Opportunity

The Operations and Members Engagement Manager is an absolutely critical role for the organization.

2 major tasks:

- manage operations and programs to support the everyday activity of our team.
- Support in the development of a comprehensive members engagement strategy

The candidate will be under the supervision of the Executive Director.

This is ideal for someone who is well organized, detail oriented, able to juggle many tasks and wants to take up a challenge!

### **Responsibilities:**

#### Membership and program management:

- Execute and membership Renewal campaign & follow up via our CRM and website
- Manage, support and continuously improve the full membership welcoming process, engage with our business community.
- Drive internal projects that leverage our members experience and continue to build member growth.
- Ensure members' needs are met, complex inquiries are addressed, potential problems are averted.
- Drive the development of our recruitment platform and services.
- Manage settlement support programs such as FACCSF's business center (office & workstation rentals, mailbox subscriptions, etc.).
- Identifying trending and hot topics on the members community to help direct the next program to create.
- Measuring, analyzing, and reporting.
- Coordinate with relevant FACCSF team members to successfully onboard members (communication coordinator).

Operations:

General administrative duties:

- Bookkeeping
- Contracts and invoicing management
- Act as go-between with all professional service contacts (phone, internet providers, e-mailing services, etc.)
- Maintain records, database, ensure filing systems are kept up to date
- Support all office functions to keep things running smoothly
- maintain a well-organized office space, manage front desk, switchboard, meeting room planning & filing, etc. (when full-time presence at the office will be required, following health guidelines)

**Requirements:**

The ideal candidates is/has:

- Previous operations and/or membership management experience
- Fluency in both spoken and written English and French
- Excellent organizational, verbal and written communication skills, natural networker, “people person” excited about actively engaging with members with consultation with the Executive Director, previous experience working/interacting with C-level executives
- Detail and solutions oriented
- Self-motivated team player with a positive attitude, able to work independently and entrepreneurial
- Adaptability: this is a small size organization, flexibility is a must
- Sales skills, capability of pitching & selling
- Good working experience of online membership / customer engagement CRM platforms
- Good online products skills: pack office, Gmail, Google docs, Google calendar, slack, zoom etc.
- Good social media skills and knowledge of platforms such as canva is a plus
- Previous experience managing websites (Typo 3, wordpress...)
- Good knowledge of the Business Ecosystem of the Bay Area is a plus
- **US work permit**

Location: ability to be full time in San Francisco, CA 94108 (as local health regulation allow). However, WFH (work from home) will be prevailing expected practice in the near future.

Status: Full-Time

Compensation and benefits: 45K + medical + bonus

**To apply:** please send resume and cover letter to [info@facssf.com](mailto:info@facssf.com)