

We are looking for a dynamic, outgoing and entrepreneurial

Community Catalyst

(80%-100%, paid internship - bilingual French/English)

Starting date: July 19th 2019

About Impact Hub Geneva

Situated in the heart of the city, Impact Hub Geneva provides a 'home' and various supporting services for innovators and entrepreneurs that come together to prototype new models for a society that works for all. We offer access to an inspiring work space, a vibrant learning community, innovation and acceleration programs for startups, as well as inspiring events, expert workshops and trainings. We are the largest global innovation network worldwide with over 17'000+ members in 100+ Impact Hubs worldwide.

Why we need you?

Impact Hub Geneva has grown continuously over the past year with sales and workforce more than doubled. Our goal is to continue to grow but also maintain a high quality service for every member by providing each of them with a fantastic experience/VP. As the *Community Catalyst* you will help us achieving this goal.

The position

You will work within our Inspire & Connect team (*Community, space & events*) where you will be a central contact person who makes **new members feel welcome** in the community and **existing members feel heard** and **taken care of**. You **host the community** consisting of paying members (Hubbers) and **operate independently** in the following areas:

i) Community Hosting (Physical & Virtual)

Actively engaging with Community members, making them feel at home and managing the community members' journey related to:

- Answering general emails regarding membership requests
- Taking interviews with potential future members
- Taking care of member onboarding (how to use the space, transmitting Impact Hub vision & core values)
- Onboarding new members to the Community App
- Registering members information and setting up member plan in Hub CRMs system
- Coordinating with accounting team to manage and follow up membership invoices
- Answering members' emails and requests, being of assistance to members who wish to create an event and bring it to the Hub
- Coordinating with Communication team to edit Impact Hub Community Weekly Newsletter

ii) Community Catalyzing and Enabling

Acting as Community Catalyst, you facilitate a space and dynamic that enables members to engage in a climate of trust that encourages collaboration and exchange. You take care of:

- Planning, coordinating and implementing *community weeklies* (regular events) with H&E coordinators (e.g. Tuesday sexy salade)
- Coordinating with program teams to reach out to interesting organizations, start-ups and individuals, inviting them to create inspiring and enabling events for members' community and public (e.g Business Help desk, Skillshare workshop, CET monthlies events, Inspiring monthlies events)
- Posting and promoting members' event via social media (Facebook, Instagram, LinkedIn) and Impact Hub Geneva website
- Positioning the Hub community culture via social media (Facebook, Instagram, LinkedIn)

The position is a full time (possible 80%) internship with a basic salary of 1500CHF for 6 months. Thereafter we plan this position to potentially evolve into a full-time position (CDI).

Who are you?

- You are fast-learning, proactive and aligned with the mission and purpose of the Impact Hub.
- Empathic and communicative personality: fluent in French and English, spoken and written.
- You have professional experience in a similar area of responsibility, with a pragmatic and solution-oriented mindset.
- You have no problem with potential irregular working hours and on important occasions you are on the spot.
- You enjoy the challenges of joining a dynamic start-up and are aware of what this entails (both the pros and cons).

Why should you do it?

Working at Impact Hub Geneva means being part of a dynamic team and a rapidly-growing entrepreneurial community with tight links to an international network of Impact Hubs. At Impact Hub Geneva we are bringing together local, national and international 'change agents' from all sectors, which means you will be able to connect with a diversity of people and profiles unrivalled by any other space in the city. We are a start-up which means that we like to work hard AND have fun together! It also means that we are still learning, prototyping and failing forward and that you will enjoy a lot of autonomy with many opportunities for developing and taking on more responsibility quickly.

Are you interested?

Please apply by sending an email to jie.li@impacthub.ch with the subject line "Community Catalyst" before 15th July 2019 (deadline) incl. the following: CV, application (selfie-) video of 5-minutes where you explain why Impact Hub Geneva and you in this job role are a great match. If you have any questions on the position or the application process, we are also available to answer them. Applicants are required to hold a relevant work permit.