

Community Catalyst

We are looking for a dynamic, outgoing and entrepreneurial
(80%-100%, paid internship - bilingual French/English)

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

1. *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

2. *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 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

How are you?

- 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 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 **booking.geneva@impacthub.ch** with the subject line "Community Catalyst " **before 24st February 2020** (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** and **are eligible to** apply for an **internship**

The position is a full-time internship with a basic salary of 1500CHF for the first 6 months. Thereafter this position will prospectively evolve into an 80% position (CDI).

Starting date: 1st March 2020