Head of Space and Operations

Summary
Swissnex in San Francisco connects the dots between Switzerland and North America in science, education, art, and innovation. Located at Pier 17, Swissnex in San Francisco is an initiative of Switzerland’s State Secretariat for Education, Research and Innovation and is managed in cooperation with the Swiss Department of Foreign Affairs.

Swissnex in San Francisco is a platform for innovation that brings together a broad range of partners related to international research and innovation such as universities, startups, creatives, and entrepreneurs in an interdisciplinary co-working community. At Swissnex in San Francisco, we seek out what is new and discuss the possibilities of the future through a diverse program of events, exhibitions, study tours, trend scouting and startup acceleration.

At our location at Pier 17, we invite audiences and partners to actively engage in the global exchange of knowledge, ideas and talent amongst our growing community of partners. We work collaboratively and in a complementary manner with our neighbors at Pier 17, the Consulate General, the Swiss Business Hub USA and Switzerland Tourism.

Priorities for the Head of Space and Operations:

Space and Community – 60%
- Reporting to the CEO, support efforts to develop and manage the resident community; organize community events with local and/or Swiss partners; working closely with leadership to develop a strategy to activate the space through various initiatives around collaboration with the local ecosystem
- Explore and implement space-related partnerships and collaborations (e.g. as part of Switzerland at Pier 17)
- Partner with leadership and program managers to adapt building/space/event production to post-COVID future, and identify best tools and practices for hybrid event production
- Facility management in coordination with Experience and Operations Manager, and ensuring the workplace responds to the needs of our staff and resident community

Tools and Process Management – 20%
- Assess, adapt as needed and enforce existing processes and procedures for efficient operations, program and project management; working closely with project managers, recommend solutions, and implement process improvements for all programs and events; liaise as needed with other Swissnex locations to develop operational synergies
- Working with outsourced IT provider(s), assess, maintain and update as needed all existing IT systems, processes, hardware and software (CRM, applications, productivity tools, etc.); maintain a comprehensive IT strategy including safety protocols; manage existing Operations budget and develop goals and budget for the next year
Strategy, Management and Collaboration – 20%

- Supporting the leadership team in implementing transversal projects (such as supporting migration of existing CRM) and contributing to key strategy conversations
- As Team leader, creating a conducive environment to a cohesive, productive, happy, and successful operations team, made of two direct reports

To be successful, you must:

- Have a collaborative leadership style, experience mentoring and leading a team to excellent results, along with phenomenal customer service skills
- View operations holistically – maintain a vision of the big picture while also sweating all the small details that lead to an excellent experience for users and guests
- Be an analytical systems thinker, with a deep understanding of and experience with current productivity tools and technologies (we currently use Copper and will be migrating to Zoho; Podio, Envoy, Teem, Zapier, etc. in an Apple iOS environment – familiarity with some/all would be great)
- Building on a strong local network, you understand the complexities of managing an event space
- Be familiar with a wide array of technologies ranging from computers to A/V; video-conferencing; and misc IoT as you will operate various devices almost on a daily basis and sometimes troubleshoot situations on the fly
- Be flexible
- Be willing to roll up your sleeves and get your hands dirty to ensure successful operations and to cover for your team, as needed
- Be available to work some evenings and weekends, as needed, to support events, and then offset this time to maintain work-life balance
- Be fluent in English (written and spoken); proficiency in German and/or French is a plus

Note: All applicants for this position must hold current US work authorization. No exceptions can be made

We Offer:

- A full-time position; start date ideally June 1, 2022
- Compensation commensurate with experience and responsibilities in a non-profit setting ($85-95k), 4 weeks of vacation, 10 annual holidays, sick leave, employer-matched 401(K), medical and dental insurance
- A creative, inspiring, multicultural, fast-paced, interdisciplinary, and team-oriented work environment
- Beautiful location at the end of Pier 17, next to the Exploratorium

To Apply:
Deadline to apply is April 3, 2022. Interested candidates please apply via this link below. This position was posted on March 15, 2022.

https://podio.com/webforms/26853160/2049505