



General Manager, CIC Fukuoka

Job Information

Hiring Company

[CIC Japan G.K.](#)

Job ID

1490844

Industry

Think Tank, Research Institute

Job Type

Permanent Full-time

Location

Fukuoka Prefecture

Salary

Negotiable, based on experience

Refreshed

September 23rd, 2024 00:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Executive

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

CIC is looking for a highly skilled and independent individual to take on the role of General Manager at our new Japanese campus in Fukuoka. Read further if you thrive on challenges and are excited about founding, cultivating, and connecting with the local innovation scene.

ABOUT CIC & CIC FUKUOKA

CIC builds and operates a global network of innovation campuses where startups, scale-ups, corporations and public entities connect, work, and grow. Founded in 1999, CIC manages more than 111,000 square meters of innovation-focused workspace, laboratories, and event space across North America, Europe and Asia. Additionally, CIC develops innovation-related programming, builds and enables industry clusters, and provides world-class innovation consulting.

CIC Fukuoka will combine workspace and high-impact programming to become a physical center of gravity for the innovation community and help to connect the region to the global innovation ecosystem. The strategic expansion will mark CIC's second innovation campus in Japan and tenth global location. CIC Fukuoka will occupy the 7th floor (approx. 3,500 m²) of the Shin-Fukuoka Building, and will have approximately 140 private offices and a coworking space with approximately 40 seats, as well as conference rooms, a kitchen/cafe space, a game room and other amenities that can be shared by tenants.

YOUR DAY-TO-DAY WORK

As General Manager, you will balance being the external face of CIC with your responsibility for all of the day-to-day workings of our center, all while leading a bright team of staff. You will be overseeing the launch and ramp of our operations in Fukuoka, so we have added an additional section specifically on your work in the first 12-18 months.

FIRST 12-18 MONTHS:

- Developing and executing a robust strategy to attract and retain clients, including building a strong initial community of Fukuoka's leading startups, investors, and innovators. Working to engage key strategic partners in and outside our location.
- Overseeing operational launch and ensuring proper coordination for space upgrades, vendor onboarding and implementation of internal systems.
- Working with CIC's People Success Team to recruit, hire, and train a strong team.
- Working with CIC's Finance Teams to establish and execute accurate financial and KPI reporting for partners.
- Supporting the execution of marketing campaigns to drive membership growth and enhance brand visibility in the market.

YOUR ONGOING WORK:

Business Strategy & Leadership

- Managing the business, including P&L responsibility. Setting revenue targets, managing costs, and developing forecasts. Representing the state of the business to company leadership.
- Reporting on evaluative data in a number of areas, including client satisfaction and business performance.
- Leading the partnership efforts between CIC and our local university and real estate partners to expand our product and reach.
- Employing an entrepreneurial mindset to improve our product.

Operations

- Ensuring that clients receive the highest quality of service and attention in keeping with CIC's standards.
- Developing relationships with CIC clients, making sure they are happy with CIC and connected to the innovation ecosystem both locally and globally.
- Learning the many (CIC) internal systems. It is important that you become familiar with the processes your team will be using to manage the day to day so you can train and lead others as well as assist when needed.
- Being the champion of CIC policies and philosophies, as well as the primary advocate for CIC Fukuoka's staff and clients alike.

Management

- Effectively building and leading operations, sales, events, and strategic partnership teams; helping individuals grow professionally; strategically looking out for the needs and morale of staff. Directly oversee Director and Manager level reports.
- Creating a culture of inclusivity and equity as well as a sense of shared belonging amongst all staff, in a way that is clearly evidenced through company actions and communication.
- Communicating and integrating work across local teams; serving as primary liaison to corporate.

Community Engagement & Strategic Partnerships

- Growing and supporting the entrepreneurial ecosystem by developing relationships with our partners, as well as local entrepreneurs and community leaders through partnership building with key allies, networking, speaking engagements, and involvement with area civic and industry organizations.
- Expanding client offerings through partnership development.
- Nurturing existing initiatives to support CIC's Diversity, Equity, Inclusion, & Belonging (DEIB) efforts, while bringing a visionary approach to developing and expanding DEIB-driven programming and partnership opportunities.

Required Skills

ABOUT YOU

CIC seeks a highly capable, self-motivated individual who is able to launch the full array of functions of a successful center, which is in a constant state of improvement and evolution. CIC has become integral in every innovation community we support, and we are seeking a strong leader to continue the trend of success at our Fukuoka site.

As our ideal candidate, you have a track record of creative leadership within Japan's innovation and entrepreneurial sector, especially in Fukuoka, with experience in nurturing new businesses and a solid understanding of financial statements or the capacity to learn quickly. You are skilled in managing operational budgets, adept in building positive relationships, comfortable in outward-facing roles, and willing to assist with day-to-day tasks as necessary.

YOU HAVE

- 7-10+ years of professional experience, which includes managing teams and developing staff.
- Experience in building or expanding a business within the Japanese market, coupled with strong financial acumen to navigate its unique economic landscape effectively.
- Minimum of a bachelor's degree (advanced degree preferred). Other diplomas and certificates e.g. CIM, PMP, Agile Management are all welcome!
- Fluency in both Japanese and English.
- Mastery of Google Apps for Business (Gmail, Calendar, Drive) and of Microsoft Office (Powerpoint, Excel, etc.).
- Demonstrated success leveraging and supporting others in the achievement of their goals.
- Ability to legally work in Japan. CIC is unable to sponsor visas for this role at this time.

Expectations include:

- Frequent attendance at innovation community gatherings across Fukuoka, after regular business hours and very infrequently on weekends.
- Some travel to other CIC locations as part of team events.

OUR OFFER

- Competitive salary, adjusted to match your experience.
- Permanent contract.
- Commuting / transportation allowance.
- Massage session once a month.
- Allocated budget for training (customized to specific requirements of the role and organization's objectives).

* * * * *

Please submit your application in English. Thank you!

CIC welcomes all candidates regardless of race, color, ancestry, gender identity or expression, religion, national origin, sexual orientation, age, citizenship, marital status or disability. We are proud to be an equal opportunity employer.

Company Description