



Community Operations Manager - Fukuoka, Japan

Job Information

Hiring Company

[CIC Japan G.K.](#)

Job ID

1490845

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 6 years

Career Level

Mid Career

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 capable, self-directed and experienced individual to manage a team that will be responsible for day-to-day operations. This will be a great opportunity for someone with at least five years of hands-on and managerial experience who enjoys working in a fast-paced and collaborative environment.

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

We are seeking a Community Operations Manager who will adeptly guide and develop their team, while efficiently handling various operational tasks including client services, facilities management and budget oversight. This person will be pivotal in launching new community initiatives, adeptly managing inventory, coordinating client-focused events, and fostering a collaborative and positive team atmosphere, ensuring seamless operations in all areas.

Potential responsibilities will include:

- Managing, coaching, and training team members of our Community Operations Team; conducting timely performance evaluations and supporting their growth and professional development.
- Being aware of and responsible for the team's workload, resources, morale, and training needs; advocating for the team's needs with upper management.
- Mastering service-oriented tasks such as client moves, office setup, and IT troubleshooting; training team members on completing client requests and delegating appropriately.
- Researching and implementing new services, vendors, and community improvements.
- Maintaining a constructive landlord-tenant relationship with building management.
- Monitoring inventory levels (food, furniture, etc.) with an eye on ordering/delivering timetables.
- Coordinating budgets for daily operations as well as capital projects.
- Handling difficult client requests or encounters to maintain overall service quality and client satisfaction.
- Engaging our clients through promoting and helping host community building events.
- Collaborating with other teams to complete projects and sharing knowledge.

Required Skills

ABOUT YOU

We are seeking a Community Operations Manager who excels in leadership and team development, with a strong ability to mentor, train, and support a dynamic team. The ideal candidate should be skilled in managing both service-oriented tasks and client relationships, and adept at implementing new community-focused initiatives. A proactive problem-solver with excellent communication skills, this individual should be capable of fostering a collaborative environment while maintaining high standards of client satisfaction and team morale.

Our ideal candidate is an experienced operations team manager with at least 5 years in a similar role, who thrives on initiating new projects and maintaining a positive, adaptable attitude in diverse situations. This individual should be a hands-on leader, comfortable with both technical tasks and effective communication, and skilled in multitasking with meticulous attention to detail. They should embody a team-player spirit, proactively learning new skills, adeptly handling complex situations, and fostering strong relationships with clients, colleagues, and external partners.

YOU HAVE

- 5+ years of professional experience, as well as several years of managing team members in a fast-paced environment.
- Proven history of career advancement, marked by expanding responsibilities and achievements in previous positions.
- Either a bachelor's degree or an equivalent level of experience is required at a minimum.
- Fluency in Japanese and strong English proficiency.
- Ability to legally work in Japan. CIC is unable to sponsor visas for this role at this time.

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).

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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