

Basel Area Business & Innovation is the investment and innovation promotion agency dedicated to helping companies, institutions and startups find business success in the Basel Area. The organization targets and attracts companies to settle, supports founders of innovative ventures, and drives high growth initiatives in order to establish the region as the Swiss business and innovation hub of the future. The non-profit agency focuses on growing the area's cutting-edge industries life sciences, healthcare and production technologies and manages the Switzerland Innovation Park Basel Area, which houses the organization's accelerator programs. The agency serves the cantons of Basel-Landschaft, Basel-Stadt and Jura.

Effective immediately or by arrangement, we are looking for a hands-on and customer-oriented person to join our team as

Manager Operational Services 100%

In this role, you are responsible for creating a professional and welcoming work and event environment in the Switzerland Innovation Park Basel Area in Courroux (Jura).

Your tasks

- Welcoming of community members and general visitors
- Triage of incoming requests (e-mail, phone, walk-ins)
- Point of contact for infrastructural and general questions
- Administrative welcome for new community members (welcome documents, keys, badges, passwords, printer connection etc.)
- Administration of park-related software
- Order management for office materials
- Ensuring the professional appearance of the Innovation Park
- Organization of workshops in collaboration with the event management team
- Hands-on-support at workshops and for other in-house-events
- Point of contact for the infrastructure caretakers and local suppliers
- Interface and support with administrative tasks in collaboration with the shared services team
- Co-design of the service portfolio and processes
- Close collaboration with the Community Manager and deputizing during his/her absence and close collaboration with other internal teams, such as International Markets and Business Affairs, Innovation and Entrepreneurship as well as Marketing and Communications
- General organizational and administrative tasks

Your profile

- Commercial, hotel or similar degree
- At least 3 years of work experience in a similar customer-focused position
- Very strong customer and service orientation
- Hands-on, can-do attitude
- Friendly personality with strong communication skills
- Problem solving skills
- Strong organizational and planning skills
- Interested in business and innovation topics
- Fluent in French and English (German as an advantage)

Please send your application documents to: jobs@baselarea.swiss