

Office Administrator & Business Developer

The organization

The purpose of Alliance Française d'Amsterdam (AFA) is to promote the French language and culture in Amsterdam and more widely in the Netherlands. Since 1883, the worldwide network of Alliances Françaises has established itself as the preeminent and most successful organization in its field, with more than 800 centers across the globe. All of them are non-for-profit organizations.

The Alliance Française d'Amsterdam is operating since 2018 and is in this way seen as a dynamic start-up in terms of its entrepreneurial spirit. At the same time, its ambitions are high as it intends to become the premier provider of French lessons in the Amsterdam region, based on its superior quality of teaching and its use of state-of-the-art teaching technology. It is the only language school in Amsterdam which organizes French official certifications (DELF & DALF). In parallel to the French teaching activities, the AFA offers Dutch lessons and workshops.

It also offers a major cultural offer with regular exhibitions, concerts, movie screenings, debates, cooking classes as well as a major French festival.

The team

A proactive and friendly team of 5.5 staff in charge of course coordination, events, communication and administration, plus 23 teachers.

The job

In view of the expansion of the AFA, the need has reinforced for an entrepreneurial and highly service-oriented Office Manager & Business Developer to accompany and contribute to the Alliance Française's growth. The Office Manager will report to the Managing Director of AFA. He/She is responsible for the administrative tasks, the treatment of the activity data, the organization of the official exams as well as developing new partnerships with companies.

Key Duties & Responsibilities of the Receptionist & Office Assistant:

1. Administration

- Manage the daily receipts and cash box
- Basic bookkeeping
- Payroll
- Translations Dutch->French and French->Dutch
- Perform other general office duties as required
- Manage contracts for new teachers and renewals
- Ensure receipt and validation of teachers' invoices
- Board meetings preparation (4 times per year)

2. School / Exams

- Responsible for client contact and correspondence
- Take appropriate follow up action or re-direct inquiries
- Enroll students & keep enrolment data up to date and take appropriate follow-up action
- Enroll candidates for official certifications and take appropriate follow-up action
- Enroll members and event bookings
- Organize the course intakes and the running of the lessons (groups and private)
- Manage classrooms reservation
- Assist with Open doors
- Assisting the Pedagogical Adviser in organising exam sessions

3. Data analyse

- Manage and analyse key figures (number of students, courses, etc.)
- Enter data and update the database

4. Business Development

- Manage customer relations: respond to requests, process registrations, quotes

Profile

The profile calls for a very service and problem-solving oriented person. The Office manager is proactive, gets involved, and has a naturally curious, positive outlook and a flexible, helpful and willing manner. It is an enthusiastic person and a quick learner. At the same time, the right candidate is well organized and a rigorous person. It has an easy contact with the public, enjoy helping and feel comfortable being in the front-end in the dynamic international environment of the Alliance Française networks.

Experience Required

Must have:

At least five years of office administration experience ✓

Bilingual French - Dutch ✓

Excellent command of English (spoken and written) ✓

Working for smaller organizations ✓

IT literate and confident ✓

Nice to have:

Broad knowledge of France and French culture ✓

Experience in cultural sector or language business ✓

Role Location:

The role will be based at the Openbare Bibliotheek Amsterdam (OBA) Oosterdok, Oosterdokskade 143, Amsterdam, where both the AFA's desk and AFA'office are located. Occasional work from home.

The position is a full-time position (35h) from Monday to Friday, with occasional work in the evening and on some Saturdays for Open Days, course start weeks and other one-off special events.

Commencement date: August 20th

Contact: Please send application to direction@afamsterdam.nl

www.afamsterdam.nl