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WE ARE HIRING!

Position Title: **Senior Operations Associate**

Reports to: Strategy & Operations Manager

Deadline: Open until filled

Date Posted: Aug 2021

Employment Type: Full-time

Number of recruits: 1 (one)

Help us reimagine the University

We are Fulbright University Vietnam (“Fulbright”), Vietnam’s first independent, non-profit, liberal arts university. We are an expanding international team of educational innovators, with deep roots in Vietnam, strong political and financial backing, and connections to educational institutions around the world. We believe in the power of collaboration, transdisciplinary thinking, and risk-taking, and we understand that effective education requires putting students at its center. Globally integrated but deeply embedded in Vietnamese society, Fulbright is dedicated to providing world-class education, utilizing the latest advancements in institutional design, teaching, learning, technology, and other fields to create an institution that is both innovative and globally relevant. Importantly, Fulbright is committed to serving Vietnamese society through rigorous research and responsible civic engagement.

Our flagship campus will be located in Saigon Hi-Tech Park, in Ho Chi Minh City (District 9). Until phase 1 of campus construction is completed, we are located at Crescent Plaza, Tan Phu, in Ho Chi Minh City (District 7).

We are seeking a **Senior Operations Associate** to join the Center for Entrepreneurship and Innovation. The position will report to the Strategy & Operations Manager of Center for Entrepreneurship and Innovation.

About the Center for Entrepreneurship and Innovation

The CEI is Fulbright’s very first university center, established in summer 2019 to empower future entrepreneurs and innovators to go after Vietnam and the region’s greatest challenges and opportunities. The CEI’s mandate is to work with future entrepreneurs and innovators broadly, including but not limited to Fulbright’s full-time student body. Here is a link to the CEI’s website: <https://fulbright.edu.vn/cei/>

As the youngest unit of Fulbright, the CEI is still very much a startup within a startup university, and there is near-unlimited potential for growth and impact. Since its inception in 2019, the CEI



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has made rapid progress in cultivating entrepreneurial talent, both in terms of Fulbright students and the broader youth population in Vietnam. The CEI has, in the past year, organized:

1. An entrepreneurial work-study program called the Venture Fellows Program, where we selected, trained, placed, and supported undergraduate students to intern at Vietnam's leading startup and technology companies
2. An entrepreneurship bootcamp with Reactor School, a leading entrepreneurship education organization out of Singapore
3. A two-day nationwide hackathon with Angel Hack, Amazon Web Services, IBM, and Vietnam Post
4. Seminars on venture capital investing with Hustle Fund, a global venture capital firm
5. A corporate training workshop pilot program in collaboration with a University of Michigan Ross School of Business marketing professor, John Branch
6. Numerous panels and workshops on entrepreneurship and venture capital by startup founders and venture capitalists in the region

The CEI has also engaged over 50 companies, investors, and educators in Vietnam and across the region to bring expertise to our students and community.

In the upcoming year, the CEI is seeking to accelerate its growth further. Priorities are likely to include, but are not limited to, the following initiatives:

- Expanding the Venture Fellows Program to include new geographies and/or new focus tracks.
- Conducting intensive immersion experiences such as entrepreneurship bootcamps and hackathons
- Organizing a region-wide conference for rising Southeast Asian leaders on the future of education
- Launching a world class hybrid learning product that prepares leaders across Vietnam with the skillset needed to thrive in today's workforce
- Developing a partnership strategy to support the ambitious growth of CEI

In time, as Fulbright matures as an institution, we envision the CEI incubating and accelerating startups, innovative projects - especially those that tackle Vietnam's most important challenges.



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Job purpose

The **Senior Operations Associate** will support the Strategy & Operations Manager (“Manager”) in driving forward the strategic priorities of the CEI by managing the Center’s daily operations and building Fulbright’s entrepreneurship & innovation ecosystem in addition to the Center’s education startup initiatives. The Senior Operations Associate will keep the Manager on track with his priorities and provide support to communicate and reinforce CEI’s vision and mission with clarity to internal and external stakeholders; provide support to drive the execution of strategic priorities across the organization.

Roles and Responsibilities

The specific responsibilities for the **Senior Operations Associate** include but is not limited to:

- Support the Manager in managing the Center’s operating budget, including: budget planning, spending, monitoring and reporting.
- Support the Manager to continuously review, improve and create the internal process and procedures to ensure smooth execution of CEI’s activities.
- Prepare and draft various types of documents required for the operation of the Center such as presentations to external stakeholders, internal reports, contracts with partners, etc.
- Support the Manager in managing the Center’s CRM system (Salesforce).
- Engage with FUV’s students to understand their interests, strengths and weaknesses, and provide mentorship to them when necessary.
- Work with other CEI’s team members to organize the Center’s training programs, workshops, community events, etc.
- Work effectively with the broader Fulbright team, including students, faculty, staff, and trustees, to secure support for the CEI, and support the establishment of Fulbright University Vietnam more broadly.

Skills and Qualifications

- **Bachelor’s Degree** required, Master’s Degree a plus
- **4+ years of work experience** in business operations or project management with a global firm or a high-growth startup. Knowledge of fundamental financial management is a plus.
- **Extremely organized:** You keep meticulous to-do lists, plan your day carefully, and make sure everything gets done.
- **Tech-savvy:** You are extremely good at MS Office tools (especially Excel and PowerPoint), familiar with CRM systems (e.g.: Salesforce, HubSpot, etc.). Basic understanding of database structure is a plus.



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- **Excellent writer:** You enjoy writing and know what is appropriate for different audiences
- **Detail-oriented:** You are very careful and triple-check important documents, emails, presentations, etc.
- **High standards:** You know what excellence looks like and can be counted on to deliver consistent quality.
- **Proactivity:** You support the Manager by anticipating what is needed in advance; you are always one step ahead.
- **Administrator:** You are willing to take administrative work off the Manager's plate so he can focus on his most critical tasks.
- **Project manager:** You can break a big project into smaller steps, set milestones, track progress, and deliver results.
- **High performer:** You are energetic, thrive under high pressure, and work at a fast pace.
- **Critical Thinker:** You do not just execute on something, but always think critically and ask yourself and others if this is the best way of doing it.
- **Initiative & Courage:** You have an owners' approach, and you are proactive with what needs to be done; you also embrace risks and failure.
- **Humility & Adaptability:** You have a beginners' mindset and you always seek to learn; you are also flexible and embrace pivoting.
- **Resilience:** You tackle difficult situations with a can-do attitude and are relentless in the pursuit of your goals.
- **Language:** Fluency in English is required, and fluency in Vietnamese is a plus.

What we offer

- Opportunity to be one of the passionate team members who share the same belief in the transformative power of education and see the unique opportunity in creating a new university.
- Opportunities to participate in public talks, workshops, seminars, as well as other fun activities at Fulbright
- A full network of supportive colleagues
- A dynamic, innovative, and professional working environment
- Intensive English-speaking environment
- Competitive salary and high-end insurance schemes
- Generous annual leave entitlement

How to Apply

Please email a cover letter explaining your interest in the position and resume to jobs@fulbright.edu.vn. The position will remain open until filled. Only short-listed applicants will be contacted for further process.

