**Job offer from the Alliance française du Bengale**

***Coordinator- customer relation, public relations and cultural animation.***

As part of the development of its activities and the continuous improvement of its services, the Alliance française du Bengale (AfdB) is looking for a Coordinator-Customer relation, public relation and cultural animation

**NATURE OF THE POST AND OBJECTIVES**

This post is meant for a multi-skilled coordinator excelling in reception, communication, promotion, administrative and logistical follow-up. The objectives are:

* Improving visibility of the Alliance française activities both internally and externally;
* Monitoring customer relationship, individually as well as collectively;
* Animating the Alliance française while improving the user experience of our students, members, spectators and visitors.

**ASSIGNMENTS**

Under the guidance of the Director and in coordination with the other services of the Alliance française du Bengale, (particularly, its educational and artistic services), the selected candidate will carry out different assignments, as follows:

* Ensure the continuity of customer relationship with students on the spot, by telephone and online, in coordination with the Administrative Assistant to the Director.
* Be responsible for communication with our audiences (students, spectators, members, media partners etc.) concerning all the activities of the Alliance française, both pedagogical and cultural.
* Establish and ensure the functioning of the monitoring tools and follow-up procedures concerning our customers and public.
* Supervise animation of the Alliance française organising events, at the AfdB just as outdoor, in consideration of our students and potential public.

On a day-to-day basis, such coordinator shall work with the permanent administration and reception staff as well as the communication and cultural team, mainly composed of trainees and volunteers.

**TERMS AND CONDITIONS**

Remuneration: 15000 to 22000 rupees per month, for 40 hours per week, subject to the candidate’s profile, qualifications and experience. In addition, overtime. Working weekend will be compensated by two consecutive days of rest during the following week. The candidate will work mainly at the Alliance fançaise but go outdoor, too, for the events organized by the AfdB.

**THE CANDIDATE**

* Indian nationality
* Knowledge of French is necessary (B2 minimum, B2 appreciated),
* Ability to work as a team member.
* Ability to take initiative and be autonomous in work.
* Know how to set up and apply procedures, monitor and analyze functioning, propose improvements.
* Sense of human contact and customer contact.
* Flexibility and availability
* Good presentation

**TO APPLY**

Please send your CV and covering letter (in French and English, if possible), perhaps with one or more letters of reference, to the Director of the Alliance française du Bengale, Fabrice Plançon, at the following address: director.kolkata@afindia.org