



POSITION DESCRIPTION

Position:	Operations Manager – APAC
Department:	Compliance Solutions
Location:	Singapore
Reports to:	Senior Director, APAC

Summary:

BSA | The Software Alliance (www.bsa.org) is the leading advocate for the global software industry before governments and in the international marketplace. Its members are among the world's most innovative companies, creating software solutions that spark the economy and improve modern life.

With headquarters in Washington, DC, and operations in more than 30 countries, BSA pioneers compliance programs that promote legal software use and advocates for public policies that foster technology innovation and drive growth in the digital economy.

The Operations Manager supports multiple aspects of the end user enforcement programs, reporting directly to the Senior Director, APAC. Successful candidates will bring an interest in working with a small team of professionals, accuracy, thoroughness, a commitment to completing responsibilities, and a willingness to contribute to teamwork and new projects as they arise.

Professional Experience and Qualifications:

- Bachelor's Degree required.
- 2-3 years of work experience necessary;. related experience a plus.
- Strong interpersonal and verbal communication skills necessary.
- Work experience across Asia-Pacific region countries a plus.
- Project management experience.
- Demonstrated strong organizational skills, the ability to manage and coordinate several projects simultaneously.
- Strong demonstrated attention to detail.
- Must possess the ability to work independently as well as take a proactive role in resolving issues.
- Experienced computer user with a good working knowledge of all generally available business productivity applications, including Microsoft Word, PowerPoint, Excel, and Outlook.
- Experience with Salesforce or related CRM an advantage.
- Experience in managing events.
- Fluency in oral Mandarin a plus.

Key Responsibilities:

- Provide support with respect to the intake and handling of leads. Specific duties include, but are not limited to:
 - Working with and managing vendors responsible for lead generation and ensuring BSA gets quality service;
 - Generating and circulating weekly lead generation reports;
 - Ensuring the leads case management system is kept accurate and up to date by law firms and managing the BSA member case approval process;
 - Receiving and responding to informant correspondence, including telephone calls;
 - Processing leads for approval by BSA members;
- Support end user enforcement programs. Specific duties include, but are not limited to:
 - Reviewing, categorizing and logging correspondence and other documentation from outside counsel across APAC;
 - Serving as liaison between outside counsel and BSA members for licensing questions and related documentation.
 - Reviewing and processing invoices from BSA vendors;
 - Liaising with the BSA Finance department at BSA's Washington, DC headquarters to track payments and corresponding paperwork.

About BSA Benefits:

BSA recognizes that benefits play an important role in your selection of an employer. We offer generous benefits including many unique benefits and perks to our employees in locations around the world and encourage everyone to live a healthy, balanced life. Our comprehensive benefits include:

- Reimbursement for health and personal life insurance
- Paid time off and holidays
- Year-end office shut down between Christmas and New Year's
- Three weeks' paid sabbatical every five years
- Health/Fitness and Financial/Tax Advice reimbursement
- Professional development, continuing education (including tuition reimbursement) and training
- Casual dress

How to Apply:

To apply for this position, please submit your resume and cover letter to careers-apac@bsa.org. Include the position title and location in your Subject Line.

BSA is an Equal Opportunity Employer and values diversity. We embrace and reflect diversity in our staff and seek skilled individuals who are motivated and passionate about the industry, our work and expansive community.

Thank you for your interest in career opportunities at BSA | The Software Alliance!

Posted: July 17, 2020