

Community Associate Job Description

Enterprise Coworking is seeking an enthusiastic individual for our Community Associate position. We are a large scale coworking space in the heart of the creative and fun RiNo neighborhood.

We serve a large and diverse population of members and companies. We believe in community, collaboration, and supporting one another to elevate our success. The nuts and bolts of a Community Associate's responsibility are to guide members toward a positive day filled with productivity, meaningful connections, and tools to be successful. While the perfect Community Associate will be a people person; you will be most successful if you have a background in customer service and hospitality with a sprinkle of organization and a large glass of energy. We are looking for someone who is hands-on to join our team!

HANDS-ON COMMUNITY MANAGEMENT

The Community Associate position reports to the Sr. Community Manager for a schedule of daily tasks needed to be accomplished for the management of the community and building needs. Our 66,000 square foot building provides many wonderful workspaces, amenities, and private offices available for rent and use by the members of the community. We are looking for an associate who will stay on top of all things needed to keep our community looking and operating at its absolute best! From restocking the printer station with supplies and paper to wiping down tables in common work areas to tidying up all meeting rooms, our team is looking for the perfect person to join us in keeping our coworking home a clean, fun and professional space.

EVENT HOSTING

We have 2 versatile event spaces, as well as a number of large meeting rooms available for rent by Enterprise Members and external clients. As a Community Associate, you will work alongside the Enterprise Team to assist in the setup, hosting, and pack-down of events.

You will be someone that is able to multitask and succeed under pressure, is alert and observant, and always willing to roll up their sleeves and assist when required. You will be the on-site contact for all Members, external clients and guests attending meetings and events in our spaces. You will be responsible for the setup of AV equipment including PA systems, projectors and computers. Knowing how to troubleshoot in these areas is a must!

Working outside of business hours and on weekends occasionally in a non-negotiable in this role. Successful candidates will have previous experience in one or more of these areas: customer service, event planning, and hospitality.

RESPONSIBILITIES INCLUDE

Membership

- Be a connector and community resource by serving as the main point of contact for guests and members and guaranteeing that each interaction is a positive, engaging experience
- Mediate and balance various interests to resolve conflicts and create the greatest impact on the Enterprise community. Bring tough situations to the Operations Manager & Sr. Community Manager when needed.
- Be aware of new member sign-ups, office moves, membership cancellations, and any changes in membership levels so you are always in the know

Space

- The common workspaces get used by members and guests throughout the workday! Making daily and frequent rounds throughout the building to wipe down tables, push in chairs, and tidy up the area is a priority in this role.
- Oversee the efficiency and good working condition of the space and it's equipment while keeping the coffee (and cheerfulness) flowing.
- Members and companies come and go! Helping coordinate the physical needs of member move in's and move out's is important. Preparing private office units with furniture, cleaning and wiping down as well as reporting to the team maintenance needs of unoccupied empty private offices is included in this role.
- Help members stay productive, whether it's setting up to present on Chromecast, Apple TV, getting them the right cords for their computers, and helping when the printer jams.
- Staying on top of restocking and inventory needs for the community.
- Our communal use kitchens get lots of use by members to prepare their food for breakfast, lunch, dinner, or snacks! Staying on top of the dishwashers during business hours is essential.
- Packages and deliveries arrive at Enterprise daily for our members. Notifying them of the package or lunch delivery arrival needs to be done quickly and efficiently. Its also great customer service to deliver some larger packages to private offices!

General Know-How

- Ensure that Enterprise's core values and mission are upheld at all times, holding yourself and those around you accountable
- Innovate and instigate: be in constant pursuit of ways to make Enterprise a wonderful place to work, for members, guests, and the Enterprise staff.

Event Management

- Ensuring our Members and guests feel welcome and valued
- Work closely with the Team to ensure events run smoothly
- Preparing the space for events with room, signage and AV equipment setup
- Be the point of contact for Members and guests throughout their event
- Ensure the space is clean and returned to its original condition after each event. This includes wiping down/sanitizing of tables, chairs and other high-touch surfaces and emptying bins
- Maintain check-in/out register of AV equipment. Notify the Team of anything that is missing, broken, stained or otherwise not in its original condition following each event
- Assist in the maintenance of our equipment and storage space
- Create social media content during each event including photos and videos
- Ensure that each guest signs into the space and is able to access the event or meeting space they are attending
- Educate guests about the benefits of Enterprise Coworking

IDEAL QUALITIES & STRENGTHS:

Able to wear many hats. You'll need to pay attention to the needs across the greater Enterprise community. It is important to focus on your immediate tasks at hand, but always willing to roll up your sleeves and pitch in where help is needed.

Hospitable. You rock social ninja skills. You enjoy welcoming guests into the fold. A great attitude, fair but firm-level of diplomacy, and a sense of humor are paramount!

Sharp. Not only do you pay attention to detail, but you're also alert and even overly observant. You notice when something is amiss and can quickly set it straight.

A problem-solver extraordinaire. You take great pride in helping others. You're adaptable to a changing environment and work toward solutions in the moment. In addition to being helpful, you also like playing detective to uncover an answer.

Dynamic. Maybe it is natural or maybe yours is aided by great coffee, but you're someone who has passion and energy throughout the day. If you're the kind of person who can set a positive vibe and not let other people's moods bring you down, you'll thrive!

Collaborative. You get great pleasure in creating ways for members to connect. We don't expect you to know everything at the start so it is good if you like to ask questions. We are rapidly growing and always open to alternative ways of doing things, so you should be willing to share your genius ideas with the team but be able to accept when those ideas get outvoted. Equally important is the ability to have authentic conversations with guests and members—and work with them toward solutions.

JOB TYPE

Part-Time employment with guaranteed 15-20 hours per week, with the option for this to increase with additional event hosting hours.

WHAT WE OFFER

- Paid parking
- Free coffee and tea
- A phenomenal place to work alongside inspiring & creative people - Full Access to Enterprise Coworking.

HOW TO APPLY

If you are ready to roll up your sleeves and join us, email your résumé to careers@focuscorporation.com. We look forward to hearing from you!