



JOB DESCRIPTION

The Commercial Leasing and Construction Team is a team of leaders, collaborators and decision makers that improve the value of the buildings through strategic lease negotiations, innovative space design and buildout, and exceptional tenant relationships. Responsibilities of this team include Brand Management, Business Development, Government Relations, Capital Planning, Revenue Planning, Lease Administration, Brokerage and Construction Management. This team is responsible for almost all revenue coming into the ULI Properties, LLC (ULIP) and other non-residential properties managed by Urban Land Interests, LLC. The team’s primary objective is to improve the value of ULI’s commercial portfolio by negotiating and executing favorable lease terms, maintaining long term tenant relationships, and effectively managing construction projects and costs to deliver Class A designs while maintaining fiscally responsible budgets. Most of the team’s responsibilities focus on the work needed prior to commercial tenant move-ins.

Job Title:	Co-working Manager
Department/Location:	Commercial Leasing and Construction
Reports to:	President
Supervises:	CES Community Operations Assistant, UOCo. Community Operations Assistant
Fair Labor Standards Act (FLSA) Status:	Exempt; Salary
Employment Status:	Full Time
Revision Date:	January 2023

JOB SUMMARY

The Co-working Manager oversees management of ULI’s Flexible Office Enterprises (Capitol Executive Suites and Urban Office Co.). This role supervises the CES Community Operations Assistant, and UOCo. Community Operations Assistant. ULI’s Flexible Office Enterprises include 104 fully serviced flexible offices, virtual office service offerings, coworking packages, and conference room / space rentals. In total these entities are responsible for generating over \$1 million in annual gross revenue.

This role is responsible for leading and developing a hospitality focused Coworking team that is responsible for providing high-touch customer service that exceeds our client and member expectations.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

Administration – Maintain contracts, client information, billing/invoicing, payment processing, and enterprise system updating/mgmt. (Yardi and TDS).

Facilities – Set the standard for the condition of the facilities. Oversee the management of the facilities by submitting work orders, requesting quotes, working with internal colleagues on Janitorial, HVAC, and maintenance needs. Manage costs within operating and capital budgets. Work with third party vendors as needed to maintain and improve the premises. Manage relationships with service vendors, negotiate and execute service contracts. Oversee issue resolution for vendor contracts including but not limited to Internet, Information technology services, phone service, Copier Service, etc.



Budget oversight and cost control – Maintain awareness of budget and actual expenditures throughout the year and adjust programs accordingly. Approve and code expenses within Yardi. Collaborate with President on annual budget creation including market rent setting/assumptions.

Contracting (new member OSA and renewals) - Manage prospect pipeline, coordinate new lease inquires with the Commercial leasing team and center assistants. Manage the renewal process. Onboard new clients by collaborating with colleagues throughout the ULI org; parking, commercial ops, marketing, commercial leasing, and accounting.

Service Delivery / Hospitality - Set the standard for client service delivery. Train and support community assistants in delivering high-touch customer service programs. Provide coverage when needed. Ensure that the Coworking Team is delivering exceptional customer service and that client's needs are handled effectively and efficiently. Ensure that facilities are operated in line with ULI's Brand and MVV. Mediate conflicts that may occur with the goal of providing overall client satisfaction. Manage client behavior within the framework of the center rules, outlined in the Office Services Agreements. Oversee, develop and maximize hospitality programs including but not limited to member events, catering and beverage programs, and special events like art shows.

Leadership - Oversees the day to day service delivery and coverage of the team. Responsible for recruiting, supervising, motivating and developing the Coworking team. Set clear performance expectations for each team member and hold them accountable for results. Communicate team objectives on a regular basis through regular team meetings.

Collaboration – Collaborates closely with the President on development of service offerings, business models, leasing, and financial budgeting, reporting and forecasting. Collaborates closely with other ULI teams (ie Residential, Commercial Leasing and Marketing) on branding and marketing programs and initiatives that are designed to cross promote within ULIs larger portfolio. Coordinate with the Commercial Leasing team to accommodate ULI office tenant's growth, contraction, and temporary office needs.

Business Development – Collaborate with the ULI Marketing Manager on marketing programs with the goal of maximizing occupancy, amenity space utilization, and service offerings of all Coworking entities. Use tools like social media, member events, newsletters, and communications to build community within the coworking enterprise entities.

OTHER FUNCTIONS & RESPONSIBILITIES

- Assist in relevant event planning, space activation and networking opportunities for ULI in collaboration with the Commercial Leasing team.
- Complete additional tasks as assigned.

JOB KNOWLEDGE, SKILLS & ABILITIES

- Familiarity and experience with Microsoft office products and Adobe products is desired.
- Ability to work well under tight deadlines while providing exceptional customer service.
- Demonstrate an eye for detail and implement brand standards.
- Possess a high-level proficiency in Hospitality-based customer service.
- Creative problem solving.



EDUCATION & Experience

- Higher Education preferred.
- Experience in the Hospitality and Customer Service.
- Experience in real estate, office market, space planning, marketing.

URBAN LAND INTERESTS' VISION, MISSION AND VALUES

VISION

ULI will create and sustain exceptional buildings and tenant relationships that strengthen our communities.

PEOPLE-FOCUSED CORE VALUES

Our employees, working with a shared vision of creating and sustaining buildings and tenant relationships that strengthen our communities, are the fundamental strength of our company. We achieve this vision through our people-focused core values.

- Tenants are the most important stakeholders in our business. Only by satisfying tenants first do we have the opportunity to satisfy our other stakeholders.
- Our employees are the fundamental strength of our company. We are a company that attracts, develops, retains, and provides opportunity for people who are committed to our shared vision and values. We will foster an environment of mutual respect and accountability.
- We build trust by acting with integrity in everything we do.
- We create value for the owners of the properties we manage and for our company by generating profit that allows us to do more for all our stakeholders: tenants, owners, employees and our communities.
- We improve the quality of the urban environment in the communities we are part of.
- ULI will remain an independent privately held company responsible for long term management of our properties.

MISSION

Urban Land Interests manages, operates, and invests in real estate with the perspective of long-term owners committed to improving the value of every building. We build long-term relationships with our tenants by providing services that anticipate and meet their needs and exceed their expectations. We create buildings of exceptional quality that provide attractive living and working environments by paying relentless attention to the details that separate good enough from outstanding.