



**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Urban Office Co. Community Operations Assistant</b>
<b>Department/Location:</b>	Coworking Team
<b>Reports to:</b>	Coworking Manager
<b>Fair Labor Standards Act (FLSA) Status:</b>	Non-Exempt; Hourly
<b>Employment Status:</b>	Full Time
<b>Revision Date:</b>	April 2023

**JOB SUMMARY**

The Community Operations Assistant acts as the liaison for all community activities and day-to-day operations by providing professional and friendly hospitality service. Builds community by engaging with members, building relationships with prospective members, and supporting member needs. Develops and maintains an active and engaging culture that is designed to meet the needs of the members. Provides hospitality services that exceed member expectations. Hosts events and supports member events. Collaborates with other team members to ensure consistent coverage and continuity of service at other locations as needed. Works closely with the team to solve member issues, provide innovative solutions designed to meet the day-to-day needs of each member.

**ESSENTIAL FUNCTIONS & RESPONSIBILITIES**

*Hospitality and Customer Service*

- Set the standard for community appearance. Work closely with ULI’s janitorial and maintenance teams to ensure the space is show ready at all times. Provide that "wow" factor to our members by taking pride in continually keeping the center "show ready" by ensuring the kitchen, conference rooms, vacant offices and common areas are spotless and prepared for our next guests at all times. Check day office and meeting rooms daily for cleanliness, supplies, etc. Provide meeting room materials and services as requested by members.
- Serve as a primary resource in assisting members within the center; whether showing a guest to a meeting room, preparing their new office for move-in, troubleshooting basic technical issues, and coordinating furniture moves to accommodate their office needs.
- Serve as a resource for members seeking information, assistance or recommendations. A thorough understanding of all key services, products, amenities and downtown retailers is critical in the ability to deliver service in an exceptional and timely manner.
- While collaborating with the team, program a hospitality program that prioritizes the culture of the community, creates connections with Downtown partners, and is value adding to our members.
- Provide hospitality services for members including breakfast service, snacks, beverage service, and happy hour events. Design engaging member gatherings that strengthen the culture of the community.

*Urban Office Co. Operations*

- Maintain data sheet with client information including contract terms, rent, market rents and special terms.
- Create and distribute monthly member newsletter and other communications as assigned.



- Collaborate with Marketing Associate on marketing listings, advertisements, branding, website additions, and marketing assets. Post and run advertisements as needed. Maintain available office listings.
- Help identify cross promotion and hospitality programs with ULI retail tenants, ULI residential team, ULI commercial leasing, and ULI Marketing Associate.
- Support and collaborate with Co-working Manager on member billing, systems administration, contracting, and client notices as assigned.
- Purchasing & Inventory (coordinate effectively with ULI accounting team)
  - Maintain and purchase kitchen stock, office supplies, postage and other material inventories within budget constraints.
  - Print and code credit card receipts for community related purchases.
- Other duties as required.

#### **SECONDARY FUNCTIONS & RESPONSIBILITIES**

- Assist in relevant event planning, space activation and networking opportunities for ULI in collaboration with the team.
- Collaborate with the ULI Commercial Leasing and Construction 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.
- Ability to work independently.
- Strong team contributor.
- Creative problem solving.

#### **EXPERIENCE/EDUCATION/CERTIFICATION/LICENSURE**

- High School diploma required.
- Higher Education preferred.
- Experience in the Hospitality industry required.