



We are looking for **Passionate** people who **dare to innovate** and **be different**.

Community Manager

- Reporting to **Operations Head**

Role Objective: To work closely with the Operations Head along with respective Front office and Tech team in order to achieve operational objectives. Complete responsibility for new clients sign In, Retention, Operations, Customer Success, Events, Community engagement, Process, Technology Introduction, Team Management, Expansion, etc.

Responsibilities include:

- Facilitating outstanding customer service.
- Creating a warm and welcoming environment via Smartworks hospitality initiatives.
- Resolve member issues with professionalism and patience.
- Devise and execute local marketing strategies to generate leads.
- Conduct sales tours to execute on sales strategy and maintain high occupancy.
- Managing community initiatives designed to develop member relationships.
- Inputting and maintaining accurate data across various platforms.
- Overseeing and executing daily office operations.
- Liaison with facilities team on building operations and maintenance.
- Management of local vendors and potentially an Admin Supervisors.
- Seek opportunities to engage members to discover and discuss member's objectives.
- Recommend best practices, including but not limited to: community management, sales, events, training, and member experience on a company-wide level.
- Resolve member complaints regarding other members through neutral fact investigation and process termination of membership when warranted.

Desired Skills and Experience:

- 3 - 7 years of work experience in hospitality, customer service, or business operations.
- Strong verbal and written communication skills.
- Self-starter who has the ability to work independently.
- Exceptional organizational and multitasking skills.
- Ability to connect well with people; warm and approachable.
- Team player.
- Reliable, inquisitive, patient.
- Passion for delighting customers.
- Professional demeanour.
- Enjoys continuous change and improvement.
- High hustle quotient: willing to get your hands dirty as necessary to move fast and get things done.
- Prior leadership experience a plus.
- Female Candidate Preferred.