



100 N. Main Street | Evansville, Indiana 47711

Full Job Description: Community Manager

The Foundry on Main Community Manager is the key driver for ensuring the success of Evansville's newest cowork space. This person will drive the financial and operational success of The Foundry with the help of our off-site marketing, finance, and IT departments. The Community Manager's chief duties are numerous: to ensure high levels of member satisfaction, to drive sales initiatives, and to ensure operational success of our dynamic cowork space.

As the Community Manager, you will oversee all strategic and day-to-day tasks to ensure operational success and help make the members' experience the best that it can be. Your focus on hospitality and coordination will create personal connections with your members. Your focus on sales will keep our space occupied and buzzing with an active community. Your involvement in finance and operations will ensure we maintain a space that meets our high standards of excellence.

KEY RESPONSIBILITIES

Hospitality

- Provide proactive and helpful service to all coworking members to ensure member satisfaction and retention.
- Interact with members daily to help develop relationships, foster community connections, and obtain feedback on quality of product, service levels and overall satisfaction.
- Introduce new members to each other and encourage communication, collaboration, and respect for each other's businesses.
- Resolve member complaints in a timely manner and settle disputes, grievances and conflicts that may arise within the community.
- Support and provide new member orientation to the workplace.

Sales

- Respond to potential member leads promptly and individually; and update company software platforms according to operational instruction.
- Coordinate tours and follow up with prospective members.
- Proactively communicate with members to understand their office needs and to determine where additional services may be valuable to member retention.

- Create and implement local outreach, lead generation, and sales conversion strategies.
- Provide information to all members in support of the company's overall business.

Operations

- Manage day-to-day community operations to uphold quality and standards of our facilities.
- Ensure the education and enforcement of the Terms and Conditions and Community Norms and practices for the benefit of all members and for the good of the business.
- Develop and maintain relationships with all third-party partners and vendors to ensure efficient, effective, timely and excellent service and enhance our coworking environment.
- Conduct regular quality assurance checks via walking the space to check in on members and to visualize the needs of the space.
- Ensure the timely and correct invoicing of all members and vigorously oversee the accounts receivable process, including, where necessary terminating members for non-payment of services.
- Manage the member move-in and move-out process through proper adherence to set up and termination tasks that include office space preparation for use, all agreements properly produced, signed and funded, telecom and IT set up requests timely produced, coordination with building owner for insurance and policies for member's hired vendors to move in or out their belongings.
- Ensure on-going communication between location team and corporate team to share knowledge, ideas, or concerns.

EXPERIENCE & REQUIREMENTS

- College graduate with four-year degree, preferred, but not essential.
- 2+ years' experience in the hospitality industry.
- Financial literacy, project management and business operations experience a plus
- Excellent interpersonal and networking skills
- Strong verbal and written communication skills
- Strong organizational and project management skills

- Passion for working with people and creating initiative.
- Experience with Microsoft Office, Facebook, Twitter, LinkedIn and other standard platforms.
- Strong competency with basic office/administrative procedures

Critical Competencies for Success

- You prefer to juggle several tasks and projects at once.
- You pay attention to details and you make sure quality and standards are never compromised.
- No task is too small – you are team player and willing to help with any task. There is no place for an ‘ego’ – you take out the trash or make coffee whenever it is needed.
- You think outside of the box to foster creativity and innovation. You are not afraid to take risks.
- You can adapt to a fast-paced and dynamic work environment.
- You make great effort and enjoy building relationships.
- You put your members and your team first and make decisions in their best interest.
- You think proactively to delight those around you and prevent problems before they arise.
- You take advantage of any opportunities to help your members thrive.

Job Type: Full-time

Benefits:

- Paid time off
- 401K

Schedule:

- 8 hour shift
- Monday to Friday

Supplemental Pay:

- Commission pay

Ability to Commute/Relocate:

- Position located in Evansville, IN

Education:

- College graduate with four-year degree (Preferred)

Experience:

- Hospitality/Sales 2 years minimum experience (Preferred)

Company's website:

- www.TheFoundryonMain.com (full site to be released ASAP)

Benefit Conditions:

- Only full-time employees eligible

Work Remotely:

- No

COVID-19 Precaution(s):

- Personal protective equipment provided or required.
- Social distancing guidelines in place
- Sanitizing, disinfecting, or cleaning procedures in place

How to Apply:

Please send your resume along with three professional references to:

info@thefoundryonmain.com

**The Foundry on Main
100 N. Main Street
Evansville, Indiana 47710**