



JOB DESCRIPTION

Job Title:	CES Community Operations Assistant
Department/Location:	Co-Working and Hospitality Team
Reports to:	Co-Working Manager
Fair Labor Standards Act (FLSA) Status:	Non-Exempt; Hourly
Employment Status:	Full Time
Revision Date:	December 2021

JOB SUMMARY

The Capitol Executive Suites Community Operations Assistant acts as the liaison for all center activities and day-to-day operations by providing professional and friendly service. Provides business support to our clients by managing office needs. Sets the standard for services at CES to ensure seamless reception and customer service for the CES front desk. Collaborate with other team members to ensure consistent coverage and continuity of service at other locations as needed. Work closely with the team to solve client issues, provide innovative solutions designed to meet the day-to-day needs of each client. Work closely with Coworking Manager to secure efficiency and compliance to company policies and procedures.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

Hospitality and Customer Service

- Serve as a primary resource in assisting clients within the center; whether showing a client to a meeting room, preparing their new office for move-in, troubleshooting basic technical issues, programming a phone, coordinating furniture moves to accommodate their office needs, or assisting with administrative tasks.
- Set the standard for center appearance. Provide that "wow" factor to our clients 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 before and after use for cleanliness, supplies, etc. Provide meeting room materials and services as requested by clients.
- Serve as a resource for clients seeking information, assistance or recommendations; a thorough understanding of all key services, products, amenities and downtown retailers are critical in the ability to deliver service in an exceptional and timely manner.
- Coordinate phone and customer service continuity with ULI Home Office Administrator for both CES and ULI Home Office.
- Frequently update CES front desk manual as processes change to ensure seamless customer service. Set the standard for office maintenance and Client service programs.



Capitol Executive Suites Operations

- Contribute to the overall revenue of the center by identifying opportunities and actively providing exceptional administrative services.
- Responsible for coordinating with ULI service team and outside service vendors to maintain the cleanliness, equipment and systems within the floor. Schedule and communicate maintenance activities with Clients on the floor to manage disruptions. Submit WO's for center maintenance items such as light bulb replacements, office move out cleaning, temperature issues, etc.
- Develop and maintain working relationships with our vendor partners to ensure that we are providing optimal services to our clients, including but not limited to: phone system support (TDS), internet support (Hoyos), copiers (Gordon Flesch), kitchen services (Gold Star, Culligan Water Systems), and facilities.
- Place regular advertisements for services and vacant offices within budget constraints. Look for marketing opportunities to fill vacancies such as referral bonus to current clients, etc. Keep up-to-date of local competition by searching for new co-working spaces, secret shopping those spaces, maintaining informational spreadsheet. Coordinate with Marketing Associate.
- Purchasing & Inventory (coordinate effectively with ULI accounting team)
 - o Maintain and purchase kitchen stock, office supplies, postage and other material inventories within budget constraints.
 - o Print and code credit card receipts for CES related purchases.
- Invoicing & Collections (coordinate effectively with ULI accounting team)
 - o Ensure that all daily service charges are accurately captured and that monthly revenue is maximized.
 - o Process client credit card payments and log checks.
- Coordinate Client Move-ins and Move-outs
 - o Make sure offices are “move-in” ready for new Clients. Follow Move-In and Move-Out checklists to ensure accuracy.
 - o Maintain and make client updates in phone system, prepare offices, provide key and fob coordination and janitorial coordination.
- Other duties as required.

NONESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Complete additional tasks as assigned by Manager.
- Provide project-based support to Urban Land Interests as needed.
- Coordinate Holiday and Client events as needed.
- Review CES vendor contracts and maintenance agreements. Notify team of any upcoming renewals or changes and provide support as needed.



JOB KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of administrative practices is required. Familiarity and experience with Microsoft office products and Adobe products is desired.
- Desired skills include operating a multi-line phone system, proficient typing and word processing skills, operating office equipment and maintaining client information databases.
- Ability to work well under tight deadlines while providing exceptional customer service.
- Ability to work independently
- Strong team contributor
- Creative problem solving.

EDUCATION/CERTIFICATION/LICENSURE

- High School diploma required
- Higher Education preferred

EXPERIENCE

- Office administration and customer service experience required

COMPETENCIES

Accountability

Individuals exhibiting this competency take responsibility for their own performance and accept full ownership of issues, problems, and opportunities, regardless of the source.

Achievement Motivation and Perseverance

Individuals who exhibit this competency display a determination to achieve ever-increasing levels of performance. This competency involves setting high standards and challenging goals for oneself, others, and the organization, and requires a constant focus on achieving and exceeding those goals.

Collaboration and Teamwork

Individuals who exhibit this competency work interdependently and collaboratively with others to achieve mutual goals. They subordinate individual aims in the interest of working with others in a way that promotes and encourages each person's contributions toward achieving optimal outcomes.

Professionalism

Individuals who exhibit this competency set high standards and serve as role models for work performance, ethical conduct, and respect for others. They consistently conduct themselves in a manner consistent with generally accepted moral principles and values and within the guidelines and best practices of their chosen profession.

Service Focus

Individuals who exhibit this competency place emphasis on creating customer loyalty by continually enhancing the customer experience. They show the capacity to identify and understand the needs of customers, manage expectations, and give priority to meeting and exceeding those needs.



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 of 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.

I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): _____

Employee Signature: _____ Date: _____