



JOB DESCRIPTION

Job Title:	Community Operations Associate
Department/Location:	Hospitality Team & Marketing Team
Reports to:	Co-working Manager
Fair Labor Standards Act (FLSA) Status:	Non-Exempt; Hourly
Employment Status:	Full Time
Revision Date:	March 2021

JOB SUMMARY

The Community Operations Associate 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. Provide hospitality services that exceed member expectations. Host events and support member events. Collaborate with other team members to ensure consistent coverage and continuity of service. Work 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

- 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, design and program a hospitality platform 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.

Community Operations

- Act as a hyper-networker that loves meeting people and building relationships with the goal of increasing occupancy of the community and retaining existing member relationships.



- Collaborate with Marketing Administrator 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 Administrator.
- Respond to potential new members inquiring about office or meeting space, amenities, and services. Set up tours of the center with new and prospective members. Send out correspondence regarding rents, vacancies and any other information sought.
- 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 always prepared for our next guests. Check day office and meeting rooms daily for cleanliness, supplies, etc. Provide meeting room materials and services as requested by members.
- Maintain data sheet with member information including contract terms, rent, market rents and special terms.
- Support and collaborate with Co-working Manager on member billing, systems administration, contracting, and member notices.
- 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.

NONESSENTIAL 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

EDUCATION/CERTIFICATION/LICENSURE

- High School diploma required
- Higher Education preferred

EXPERIENCE

- Experience in the Hospitality industry required
- Experience in real estate, office market, space planning preferred

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. The 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: _____