



**JOB DESCRIPTION**

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

**JOB SUMMARY**

The Urban Office Co. 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. Develop and maintain 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 at other locations as needed. Work closely with the team to solve member issues, provide innovative solutions designed to meet the day-to-day needs of each member. Work closely with Coworking Manager to secure efficiency and compliance to company policies and procedures.

**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 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 common areas 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 are 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***

- 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 Members 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.
- 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)
  - o Maintain and purchase kitchen stock, office supplies, postage and other material inventories within budget constraints.
  - o Print and code credit card receipts for community related purchases.
- Coordinate Client Move-ins and Move-outs
  - o Make sure offices are “move-in” ready for new Members. Follow Move-In and Move-Out checklists to ensure accuracy.
  - o Maintain and make client updates in database, prepare offices, provide key and fob coordination and janitorial coordination.
- 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 by Manager.



### **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

### **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: \_\_\_\_\_