



JOB DESCRIPTION

Position: Community Associate “CA”

Location: The Work Project, Singapore

Reports To:

HOD

Direct Reports:

General Manager/ Assistant General Manager

Community Team

Internal key liaisons:

Accounting Team

HR Team

Project Team

Interior Design Team

Sales Team

External key liaisons

Customers / Key accounts

CapitaLand Property Management Team

Contractors, Vendors & Suppliers

Marketing Channel Partners

Introduction:

The Work Project is a membership based workplace that delivers an entirely new working experience. Our “Houses” provide the most complete environment for today’s workforce and aim to create value by influencing and improving the way human beings work. Featuring the finest design, products, multi-sensory environment, state of the art technology and service, we offer a truly holistic environment to make your spirits soar! The Work Project is hiring a diverse group of people united by the desire to create the ultimate workplace. We are looking for people who share our vision, our core values, and people who are looking for a place to work that inspires them, challenges them, and makes them proud to come to work. A place where innovation and service comes from the heart, not from a handbook. A place that never stops innovating and continuously delights and excites each and every one of our customers to come to work. After the successful opening of The Work Project Hong Kong in 2016 which has recently been recognized as one of the best co-working spaces by South China Morning Post and Wallpaper magazine, we are working hard in creating another beautiful space for the knowledge workers of today and tomorrow. We invite you to join us today.



Role of Community Associate

The Work Project is looking for talented and passionate Work Experience Associates. These full-time positions are based in Singapore and will report directly to the Community Lead and/or General/Assistant General Manager.

Goals:

- To live the shared vision of The Work Project and ensure the brand values and standards are met in terms of service quality.
- Work with the Community Team to create a customer experience which is unmatched in the serviced office industry.
- Ensuring that workspaces are operational, and processes are running smoothly as per the brand standards.
- Take directions from the management to support the Community team.

Duties & Responsibilities:

Greeting /Point of Contact

- Be the first and last point of contact for any members as the ambassador of The Work Project, potential clients and visitors.
- Cover the front desk during business hours and main phone line either in scheduled or by rotation based on the business needs.
- Greet & check-in member guests.
- Work as a team to prepare offices prior to check-in and take inventory upon check-out. Prepare welcome packs for members.
- Greet people who come in for tours, track walk-ins, schedule tours, and send confirmation emails.
- Prepare and distribute promotional materials & partnership news to guests/potential members.
- Be responsible for info email queries and replying or forwarding them as necessary.

Operations

- Assist the Community team in highlighting operations and maintenance issues to ensure highest level of member experience.
- Responsible for the pantry operations and managing relationship with F&B supplier & reporting consumptions to Accounting team.
- Coordination with other team, vendors or Building Management for IT, Engineering, Housekeeping & Accounting related tasks.
- Manage access card activations.
- Ordering consumables & operating supplies with approval from Community Lead.
- Submit receipts to Community Lead for expense reports.
- Receiving and logging all mail/courier on behalf of members and sorting and handing over the mail to respective members on a daily basis.

Sales & Membership Management

- Work on community initiatives designed to develop connections between members, including member introductions, event support, email and print communications, contracts and other collaterals.



- For any walk-in queries and leads, either escalate it to the relevant Sales team member if it's a strategic client or take ownership of the lead and provide information and conduct a proper tour of the workspaces and convert the lead into a deal.
- Solve member-related issues to ensure a cohesive community and escalate incidents or issues to Community Lead when necessary.

Events and Community Management

- Assist with set-up and breakdown of events, including ordering food and beverages.
- Taking ownership of events on a rotational basis to be able to give the client a smooth service.

Personality:

The personality of a person is much more important to The Work Project than what professional experience they possess. "Skills can be taught but attitude is forever". We pride ourselves to have a team with different backgrounds and skills but who share our common empathetic, collaborative and entrepreneurial values. The ideal candidate should be:

- Passionate about Lifestyle businesses, hotels or e-commerce businesses.
- Believing in sales as a medium to solve a client's problem, not to sell them a product.
- Able to work in a fast changing environment and adapt to needs of the market.
- An excellent persona able to be the ambassador of the brand and communicate to clients and partners in a professional & endearing way.
- A team player who is willing to work in an environment where almost all responsibilities are undertaken as a team effort.
- Able to work with flexible hours and undertake other duties than the main job description as per the needs of the business.

Experience & Requirements

- College graduate or diploma holder in business, communications or hospitality or other related disciplines preferred.
- Passion for customer service oriented business operation and experience in hotels (front office, guest relations or F&B) or serviced offices or co-working spaces is required.
- Must have strong verbal and written communication skills in English.
- Able to do multi-tasking, demonstrate integrity, dependability, responsibility, punctuality, self-awareness, team player work ethic, and empathy.
- Basic computer skills in Word, Excel, Powerpoint.
- Basic sales experience would be preferred.

What do we offer?

- Competitive salary & benefits package
- Eligible for annual performance bonus
- 5-Day Work Week
- Cross exposure in future locations

Website: www.theworkproject.com

For interested candidates, please send your resume to hr@theworkproject.com with a short description of what makes you happy and productive in a workplace.