

<b>Job Title:</b>	Kre8tive Coworking Manager
<b>Department:</b>	Community Management
<b>Location:</b>	Athens, Greece
<b>Reports to:</b>	Impact Hub HQ with a dotted line to Host Team

### **About The Cohort**

The Cohort is a lifestyle hospitality group developing an eco-system built on the basis of community, technology and design. We empower different lifestyles with flexible spaces that unleash collaborations, culture, and creativity. Together, members gather and connect, together we are better.

### **Our WHY**

To create a flexible world where you choose when, where and how you want to work, live and play within a community.

### **About The Impact Hub**

Impact Hubs make up a global network of people, places, and programs that inspire, connect and catalyze impact. Part innovation lab, part business incubator, and part community center, we offer our members a unique ecosystem of resources, inspiration, and collaboration opportunities to grow impact.

We have started in 2013, locally rooted in Athens and globally connected with other 120 Impact Hubs worldwide. Today, we count with more than 400 members, numerous capacity building programs for social, creative, tech for good and systems innovation businesses, and great partnerships that capitalize the dynamic and expertise of each organization, with a purpose to strengthen the impact economy in Greece.

### **The Cohort Ethos**

At the Cohort, we value technical skills as well as character. Character is a vital factor in our recruitment strategy; whether it be for full-time employees, collaborators, consultants, or others.

We look for 6 core skills that we value most and feel add to the excellence reflex; an intrinsic urge to improve something that can be better, whether it is the responsibility of the individual or not. We believe that this reflex is rooted in both intuition and experience, and then continuously honed through purposeful care and practice.

The six core skills are:

- Optimistic warmth – genuine kindness, thoughtfulness, and a sense that the glass is always at least half full
- Curiosity – a voracious appetite to learn and the ambition for continuous growth and development as an individual and as a collective
- Work ethic – a self-starter attitude that is disciplined to continuously work, and, when in the face of failure, continues to apply lessons learned in order to achieve the best possible result
- Empathy and self-awareness – an intuitive sense of understanding of your connection and needs in relation to others
- Accountability and trust – a continuous display of integrity, loyalty, and ethics
- Hunger, creativity, and passion – a constant and passionate urge to think differently in order to improve individually and as a group

### **Your Job in Brief**

This role is designed to incorporate all operational and community management of the Kre8tive. You will be required to perform several functions related to the daily operations of the co-working space which includes community relations, management of the space, and managing all systems that elevate the business output. You will be expected to comply with the Cohort Policies and Procedures.

You will need to treat this business as a start-up.

You'll need to be nimble, you'll need to be flexible and you'll need to essentially provide a great product to all of our customers and stakeholders. We trust that you will fulfil this role to your best capabilities and will also provide you with all of the tools to succeed as well as the autonomy and authority to perform. In return, we expect that you work with the highest degree of ethics and integrity and that you optimize for the company rather than for yourself.

### **Your Key Relationships**

The entire Cohort ecosystem and the community that interacts with it including but not limited to customers, staff, outsourced partners, the community at large, the Impact Hub Athens and the Cohort HQ.

## What You'll be Doing as the Co-Working Manager

### Daily Operations

- Manage tasks, bookings and requests assigned on the Cohort Platform
- Coordinate with the Community management and housekeeping team on cleaning and maintenance issues in the Co-Working Spaces and on events
- Handle all daily operations of the co-working space
- Coordinate with the housekeeping team on Lost and found items
- Develop requisitions for the functions and coordinate with the Superintendent on deliveries
- Manage Space bookings, memberships, and subscriptions
- Initiates emergency procedures whenever needed
- Create monthly plan, organise, manage and coordinate events hosted by Kre8tive and other members with the goal of building the community
- Ensure smooth opening & closing procedures of the space
- Curate a nice atmosphere, friendly and quiet for people to focus on their work and feel inspired
- Take care of the space so that it is organised and in order at all moments, and covers the ever-changing infrastructure needs of the users

### Other

- Develop periodic reports and statistical analysis for the function as per SOPs
- Ensures the integrity and accuracy of information in all systems used at the property
- Propose new lines of business and procedures to increase customer engagement
- Perform research and deliver insights on potential space expansion in the area  
Perform any other duty related to the job function as required for the success of the operation
- Supervise cash handling and witness the daily shifts
- Coordinate subscription/membership types and prices with the Impact Hub Athens team and Host Team

### Community Relations

- Ensure highest level of customer satisfaction at all times
- Create a positive and attractive atmosphere for the ecosystem to create a great experience for all visitors & users of the space
- Establish and manage partnerships which further promote Kre8tive and the Cohort brand
- Strive to create an organic environment and experience for Cohortians
- Establish and maintain connections between the members of the community
- Handle customer complaints and ensure they are addressed in a professional manner
- Answer basic questions around the cohort ecosystem (i.e. wellness, hotel, F&B, etc.) and assist customers

**About you and what type of skills you'll need:**

- Bachelor's degree in hospitality management or any other field related to guest relations is a plus
- Minimum of 5 years of working experience of which at least one year of experience in community management
- Fluent in English and in local language
- Cultural awareness, people's person, proactive
- Organisation and planning skills
- Passionate about customer service and connecting with people
- Possess high level of empathy and ability to read people
- Possess a high level of professional maturity
- Self-discipline and time management skills
- Creative and innovative
- Tech Savvy
- Knows the city inside out
- Appreciates and understands the importance of remote working
- Ability to contribute to the culture of the Cohort

**What you can expect**

- Work with a diverse group of dynamic and fun people
- Room for growth within the organisation and training opportunities
- Company-wide emphasis on learning and training
- Access to a wide professional and personal network
- Expect a boundaryless environment with all staff, partners, and customers
- A focus on the community and how we impact everything around us
- Responsive Home team ready to lend a helping hand
- A market that changes rapidly
- Be part of the launch of the Cohort 's story and play a major role in our first chapter as an organisation