



## COMMUNITY MANAGER

### *Job Description*

Monarch Realty Co. is powering *The Work Hall* at 213 Fayetteville Street in the heart of Downtown Raleigh. Formerly Transfer Work Hall, The Work Hall is a new collaborative and real estate-centric workspace. The space is designed to encourage members and guests alike to share knowledge, maximize engagement, and spark innovation. Our community aims to bring together all facets of the real estate and development industries along with professionals who want to see downtown continue to thrive. The Work Hall offers various membership levels for freelancers, startups, brokers, lenders, creatives, marketers, social media gurus, and other businesses.

We are looking for an upbeat individual to be the primary point of contact for existing and potential community members. The ideal candidate takes pride in building and establishing our vibrant community, offers excellent hospitality, and filters all work through the lens of an incredible member experience.

*Job Description:* The Community Manager at The Work Hall serves as the main point person onsite at 213 Fayetteville Street. Their primary goal is to maintain a stellar facility, provide excellent customer service, recruit new members, and retain members by building strong relationships within The Work Hall community and across Raleigh.

#### Member Retention + Business Growth:

- Proactively connect members to one another for collaborative opportunities and networking
- Maintain strong relationships with members—provide support and create new initiatives to better support/encourage members in their work
- Plan, organize, and host community events to encourage learning and connections (Member Happy Hours, Lunch & Learn, etc.).
- Work creatively with other team members

- Coordinate with other team members to maintain 90% occupancy in coworking and office suites
- Create monthly occupancy reports that track changes in membership
- Strategically reduce churn and grow membership base by developing compelling campaigns, events, etc.
- Actively generate leads, help prospective members decide on joining the community, and close deals

#### Administrative Tasks:

- Greet members/visitors, answer phones, accept packages, sort mail, etc.
- Manage campus inventory and procurement for special events
- Utilize coworking management software to manage the space and membership details
- Complete all membership agreements and office suite agreements for new members
- Work to prepare membership reports and manage a monthly budget
- Build a team by recruiting and training new Interns/Community Ambassadors to successfully cover daily responsibilities
- Schedule/organize all outside events including rentals at night or on the weekends (as needed)

#### Member Support:

- Troubleshoot any facility, equipment, or supply issues that impact members
- Conduct tours and provide information to prospective new members
- Conduct new member onboarding and introductions to other community members
- Host onsite events for additional revenue (as needed)
- Work to fix any operational/technological issues

#### Facilities/Operations:

- Keep the space looking great by cleaning up, emptying the dishwasher, and stocking the kitchen (as needed daily or weekly)
- Manage the facility on a daily basis including opening and closing of the building, making coffee, program setup, and teardown, etc.
- Manage and execute all weekly and monthly maintenance rhythms
- Manage all inventory, technology, equipment, and other amenities for a smooth member experience
- Manage all facility maintenance with vendors and subcontractors

- Streamline facility maintenance

The ideal candidate has:

- An outgoing personality and is an initiator of relationships
- A positive attitude and keen focus on hospitality
- An intuitive ability to calmly and quickly solve problems
- A desire and ability to provide excellent customer experience
- Acute attention to detail
- A team player mindset
- A knack for organization, time management, and prioritizing tasks
- Excellent interpersonal communication skills
- Ability to work independently and take initiative

Hours: Full-Time (40-45 hrs/week), typically Monday through Friday, 8:30 AM - 5:30 PM, but occasionally on call nights and weekends

Compensation: Base Salary plus commissions structure based on revenue goals

Work Location: 213 Fayetteville Street, Raleigh, NC 27601

In order to apply, please email [hello@theworkhall.com](mailto:hello@theworkhall.com) with a resume, succinct cover letter, and names + contact info for 2 professional references.

Ideal start date is as soon as available. If your application does not include all of the mandatory items, it will not be considered. Please no phone calls. Email is our preferred mode of communication.

The Work Hall is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

