



## **JOB DESCRIPTION**

**Job description: Community Associate (“CA”)**

**Location: Causeway Bay, Hong Kong**

### **Reports to:**

- Community Lead
- Country Head

### **Internal key liaisons:**

- HOD, Operations
- HOD, Sales
- Community Lead
- Community Associate(s)
- Intern(s)
- Facilities Manager
- Accounting & Administrative Associate
- Accounting & Administrative Manager

### **External key liaisons:**

- Customers / Members
- Event, Lifestyle & Professional Partners
- All Vendors & Suppliers
- Building Management
- Real Estate Agents, Brokers & Online Platforms

## **Role of Community Associate**

The Work Project is looking for talented and passionate Community Associates. These full-time positions are based in Hong Kong and will report directly to the Country Head and/or Community Lead.

### **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 with Project Management Team or Community Lead 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 in to 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 plus bonus scheme
- Cross exposure in future locations

Website: [www.theworkproject.com](http://www.theworkproject.com)

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