

Community and Operations Associate - San Francisco - Full Time

IMPACT HUB SAN FRANCISCO Impact Hub San Francisco (IHSF) is a membership community of entrepreneurs, activists, creatives, and professionals taking action to drive positive social, economic, and environmental change. IHSF is a co-working and event space located in the Mission district of San Francisco. Current and former partners and members include Google.org, Beyond12, ImpactAssets, Tides Foundation, Echoing Green, Acumen, water.org, Presidio Graduate School, and many more. Members have access to a local and global community of change agents, collaboration space, frequent events, community programs, and more. IHSF is a certified B Corporation, which codifies our commitment to achieve higher social and environmental standards, and empowers others in our community to do the same.

IHSF is part of a global federation of more than 20,000 professional members in 100 shared workspaces around the world across 30 countries and five continents. Impact Hub San Francisco is managed by Mission HUB, a platform that helps social entrepreneurs create sustainable businesses that drive long-term social & environmental good.

The Community and Operations Associate will support the Community & Operations team in the following ways:

Greeting & Point of Contact

You will be the on-sight first and last point of contact for the following:

- Managing the front desk during business hours;
- Greeting and checking in members' guests, daytime event attendees (as needed), meeting or tour attendees, day pass and free trial day users, and all other visitors;
- Scheduling tours for, and corresponding with potential members
- Increasing member acquisition by following up with tour attendees, free trial day participants, and other interested parties.
- Operating the electronic door system using Kisi and regulating the flow of individuals in and out of the space,
- Preparing and distributing promotional materials to guests and potential members;
- Answering incoming phone calls and responding to inquiries

Community Management & Events

- Answering "walk-up" questions from members and guests or referring inquirer to additional resources.
- Contributing to community initiatives designed to develop connections between

members, including member introductions, support during events, and both email and print communications.

- Managing the hiring, onboarding, scheduling and performance of all work traders through our Community Lead program
- Actively engaging and manage various member communication platforms i.e Email, Slack, newsletters, in-space postings etc.
- Providing on-site customer service for member-related issues to ensure a cohesive community.
- Making flyers & distribute for in house events to be displayed for members.
- Assisting with setup and breakdown of events, including ordering food and beverages.
- Helping to prepare and distribute the monthly member newsletter.

Building Operations and Management

- Assisting with office move-ins and move-outs; prepare and distribute member welcome packets
- Assisting with building operations and maintenance to ensure highest level of member experience
- Fielding and assigning requests submitted through member portal and other member facing support platforms
- Supporting day-to-day membership operations i.e. Kisi access, printing, meeting room rentals, and bike area access requests where applicable.
- Ensuring the building is clean and well kept
- Ordering/restocking building supplies
- Submitting building receipts to the Operations Manager for expense reports
- Managing mail and package reception and distribution as well as mailbox and locker assignments;
- Identifying issues for escalation to the Community Manager and Operations Manager in order to document accordingly

Experience & Requirements

- Completion of a four-year degree preferred, but not required;
- Customer service and sales experience a plus;
- Must have strong verbal and written communication skills:
- Emotional intelligence and people skills:
- Exceptional organizational and multitasking skills;

- Passion for entrepreneurial communities;
- Passion and understanding and implementing Impact Hub's mission and values;
- Proficient in computer skills and online platforms
- Strong Administrative skills
- Bilingual English and Spanish is a plus
- Must be able to lift 25 pounds

Specifically, we look for demonstration of these Values:

- Hospitality - We're passionate about delivering exceptional guest experiences.
- Integrity - We do the right thing, all the time.
- Leadership - We're leaders in our industry and in our communities.
- Teamwork - We're team players in everything we do.
- Ownership - We're the owners of our actions and decisions.
- Now - We operate with a sense of urgency and discipline

Position Details

This is a full time (40+ hours/wk), non-exempt position. Hourly wage is \$22+ depending on experience. This position is located at Impact Hub San Francisco and reports to the Community Manager & Operations Manager. The building is three stories with an elevator and ADA compliant restrooms on every floor.

Impact Hub San Francisco provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Contact/ Application Process:

Applications are being accepted now on a rolling basis. Position to start in the month of January.

Please apply with a cover letter and resume to "career@impacthubsf.com".

