



## Job Description

### Community Crew Member (Part-Time Career)

#### **About Us**

Aurelius Coworks is a socially responsible development company that owns and operates coworking communities, flexible workspaces, and startup networks in middle markets. Our current locations include Troy Innovation Garage (Troy, NY), Bull Moose Club (Albany, NY), and Westwey Club (Providence, RI).

At each location we offer members access to a service-oriented, hyper-charged coworking ecosystem featuring open workspaces bustling with energy, furnished private office suites, meeting and conference rooms, and technology such as videoconferencing and podcasting. We also package and host events, balancing both professional and social programming. We help to connect our members through creative collisions as well as to networks around the region, state and country.

We serve the creative class, changemakers and thought leaders, including startup companies and organizations, solopreneurs, and remote workers in thoughtfully designed, meticulously built, and operationally efficient work environments.

#### **Is it you?**

Our Community Crew Members promote the image and spirit of our communities and embody the professionalism of our company. Crew members build relationships with members and within the greater business community. They are warm and friendly, foster a sense of community on a daily basis, and consistently provide a high level of customer service.

Some responsibilities include:

- Maximize the quality of the experience of each and every member
- Serve as a tour guide for potential members or guests. Have a good understanding of our coworking membership structure and company-defined policies and procedures.
- Close new member prospects, including inbound inquiries and from sales funnels
- Onboard and orient new members
- Fostering inclusivity within the space, in interactions with and between members, and by maintaining community rules and norms
- Manage daily space operations as well as any vendor and support services required
- Being on-call for member emergencies that may arise
- Providing technical support for shared technology, systems and WiFi
- Event creation and execution
- Ensuring equipment and supplies are always adequately stocked
- Perform opening and closing procedures as needed
- Perform mail and package receiving, sorting and delivery
- Maintain a clean and organized establishment at all times by implementing daily and hourly cleaning protocols

- Keeping all supplies full and organized throughout the day
- Ensuring building maintenance and cleaning needs are met by the landlord
- Executing corporate directives and shifting priorities
- Working in teams to accomplish goals
- Meticulous daily, weekly and monthly reporting
- Communicating in an effective and professional manner with community members, clients and outside organizations
- Willingness to assist with special projects
- Other tasks and projects as assigned based upon company need
- Communicating messages and feedback directly to Aurelius Corporate team in an effective manner

### **Qualifications**

Above all else, providing our members with an exceptional experience is our biggest priority. An upbeat, helpful attitude is key in this role. Our crew members can solve problems on their own and work in a strong team environment.

- Excellent communication and negotiation skills
- Experience in customer service
- Competency in understanding and responding to diverse populations
- Ability to diffuse difficult situations and use judgment aligned with company expectations for professionalism
- Ability to maintain company and member confidentiality
- Strong initiative, work ethic, innovation, ability to adapt to change and entrepreneurial spirit
- Proficiency in using common business software and social media as well as ease in learning new software and systems
- Ability to learn our software and technology as well as providing members with basic technology needs such as printing, network connection, HDMI setup, etc.
- Desire to learn and grow
- A desire to give back to the community
- Reliable daily transportation is a must

### **What We Offer**

We reward our talented crew for the work they do every day.

#### Compensation & Benefits:

- We pay well with raises twice per year. We review performance twice a year. Starting pay is \$15 per hour, with a raise after 90 days and then every 6 months with a positive performance review
- We provide Crew members with retirement benefits. Aurelius will contribute up to 10% of annual salary to eligible Crew members to a qualified retirement instrument
- We offer medical, dental and vision plans to eligible Crew members at a low cost
- We offer paid time off that increases with tenure. If you choose not to take the time, the money in the account belongs to you as soon as you accrue it. You earned it
- We offer a \$250 annual longevity bonus for each year of service
- We provide allowances for Health & Wellness, Technology, and Matches for Employee Giving

Culture:

- Our scheduling is straightforward. We have morning shifts (8am-12pm), afternoon shifts (1pm-5pm), and some opportunities to work additional hours for special events or corporate projects
- We support our Crew members with training, and a variety of professional development opportunities.
- We behave with integrity—we treat everyone as we would like to be treated
- We value open and honest communication and are committed to listening to our Crew members. Their ideas make us better
- Our work is impactful in the communities we are located. We support our crew members getting engaged directly and we will help make the best connections to get involved

If this position describes your talents and interests, then we want to hear from you. Please send a letter of interest detailing your work or life experience letting us know why you're a great fit for our communities to: [admin@aureliuscoworks.com](mailto:admin@aureliuscoworks.com).

**Equal Opportunity Employer**  
**No Third-Party Recruiters**  
**[www.aureliuscoworks.com](http://www.aureliuscoworks.com)**