

The **Community Manager** (CM) plays a key role in delivering on the customer service expectations for our clients, prospects and vendors along with the Community Associate. In conjunction with the rest of the centre team, the CM ensures the customer experience is exceptional throughout the entire business centre. The CM becomes a critical player in delivering exceptional service. “Exceptional” serves as the cornerstone of IWGs’ philosophy of consistently delivering a superior customer experience. Ultimately, the actions and service provided by the CM, are the catalyst for providing customers with a reason to come to IWG and the reasons to stay with IWG.

Reports to: Community Manager Team Lead

Key Responsibilities:

- Serve as the primary contact for the centre and the clients.
- Responsible for keeping up to date Account Receivables (AR), collection efforts, escalations on AR and collections issues, renewals, meeting with new clients to complete the move-in process and providing excellent customer service.
- Act as one of two points of contact for all clients and visitors providing a professional and friendly service as well as delivering an exceptional first impression.
- Leverage centralized marketing tools and resources to execute: local events, networking, drive local partnerships and associations, oversee Craigslist postings and online directories;
- Assist in providing that “wow” factor to our clients by taking pride in continually keeping the centre “show ready” by ensuring the business lounge/cafe, conference rooms, show offices and common areas are clean and prepared for our next guests at all times.
- Spend quality time with clients to inquire about and identify opportunities to maximize revenue opportunities for office sales, meeting rooms, memberships, upgrades, upselling, referrals and renewals while helping to contribute to the overall revenue of the centre.
- Ensure that all daily service charges are captured and entered into billing/AR system.
- Assist in managing and training the Community Associate to learn the business and help in their success.
- Serve as a resource for clients seeking information, assistance or recommendation of all key services, products, and amenities IWG offers.
- Support driving incremental revenue by touring a potential client when the Area Sales Manager is not available for a tour
- Assisting the Community Associate, when needed, by showing a client to a meeting room, preparing their new office for move-in, troubleshooting basic technical issues, programming a phone, moving furniture to accommodate their office needs, providing a beverage, or assisting with copies/administrative tasks.
- In the Community Associate’s absence, the Community Manager steps in as the extension to our clients by delivering their mail, answering their phones, sending their packages, ordering their office supplies, preparing their meeting rooms, booking their meeting rooms, and ensuring that they are able to concentrate on their work, while we manage their office needs.
- Demonstrate a true passion for customer service by proactively seeking ways to surprise and delight our clients and guests, always going above and beyond.
- Provide the image and service representative of a 5-star business centre through smiling, professionally greeting clients, communicating clearly and effectively, taking pride in the centre appearance and enjoying a professional business environment.

Key Position Requirements:

- Prefer 2-3 years' experience in a high energy front facing Team Lead Customer Service role, 3 years in customer service
- Ideally already networked into the community
- Solid organizational skills, including the ability to prioritize and multi-task
- Experience and confidence using Word, Excel, PowerPoint, and Outlook
- Strong, effective and professional written and verbal communications skills
- Strong Customer Service skills, including the ability to remain flexible and calm in high pressure or continually changing situations
- Ability to operate basic office equipment
- Strong desire to learn
- High School Diploma or equivalent
- 18+ Years of Age, legally eligible to work in the Country