

# University CoWork

## Marketing and Administrative Assistant

Are you excited by innovation, believe in the power of community and connection to improve how people live and work, and enjoy catalyzing success? University CoWork – the award-winning and first full-service business accelerator on the Southside of Chicago – provides a convenient, fun, and productive workspace for entrepreneurs. Located right across from the University of Chicago, we offer business-class amenities, beautiful office / coworking / event space, virtual business growth solutions, a supportive and talented community, and the expertise to help members reach their goals. Scaling any business rapidly is both exciting and challenging. We're lucky to have a few perfectly-timed products, a stable financial position, and fantastic people. Community and business development is our mission.



### **You Are a Great Fit For This Role If**

- You believe in your heart of hearts that no administrative task or member request is too small.
- You find yourself smiling when fixing the printer or restocking the fridge - we sweat the details and require team members to roll up their sleeves and do the same.
- You're energized by meeting people and work well in a team because you like supporting and assisting to help a larger plan come together.
- You can create order out of chaos and are always planning ahead. You come up with solutions before anyone knows there is a problem.
- You're resilient. You know the value of having a routine, but you're ready for the bumps too.
- You always look to improve and make things more efficient because staying both focused and busy is your happy speed.
- You live by your calendar and keep lists. Keeping track of tasks, big and small, comes easily to you, but you know when to re-evaluate their importance relative to current needs.
- You are known for being ethical, thoughtful, and have an innate sense of what's right and wrong, give and expect to receive respect, and know how to de-escalate a situation on the fly.

### **This Role is Not Ideal For You If**

- You don't have easy access to the Hyde Park/Woodlawn neighborhood of Chicago
- You work best in a quiet, slow-paced environment and are not required to multi-task
- You are distracted by texts or social media while at work
- You seek remote work
- You are unable to reliably show up for work – on-time and ready to go – each and every day

### **How You Should Spend Your Time**

- Develop a strong understanding of University CoWork's offerings and unique value
- Serve as the primary support person for two of our three core offerings: Chicago Office and Virtual Mail
- Marketing Assistance and Business Development
  - Create internal and external communications that are consistent with the brand
  - Ensure timely responses to email and phone inquiries about University CoWork products and services
  - Listen to prospects, conduct tours of the Chicago Office, and educate potential members on all the benefits University CoWork has to offer
  - Help new members through the sign-up process and conduct memorable onboarding experiences
  - Use the contact relationship management (CRM) and marketing modules of HubSpot software keep in touch with members and develop our social media presence
  - Create social media posts using Canva and schedule in HubSpot
- Administrative Support
  - Open and close the facility while ensuring the space and equipment are optimized and impeccable at all times
  - Work as a team with other employees, freelancers/interns, and facility maintenance personnel
  - Demonstrate the highest levels of reliability in maintaining your work schedule and assigned workflows
  - Facilitate productive access to the facility for University CoWork Office, Flex members, and guests while maintaining security
  - Ensure proper receipt, processing, and delivery of Virtual Mail services
  - Assist members with the technology in the conference rooms and the podcasting studio
  - Staff occasional after-hours events and be "on-call" for occasional emergencies during evenings and weekends
- Complete tasks and special projects as needed or requested
- Ensure an exceptional experience for all prospects and clients

### **Experience and Competencies**

- 5–7 years of hospitality, marketing, business development, or customer service experience
- Associate's degree in hospitality, marketing, communications, or related field is required; a Bachelor's degree is preferred
- Superior oral and written communication skills
- Extraordinary organizational skills and attention to detail
- Reliable, resourceful, and hard-working
- Excel at setting + meeting goals, following-through, and being accountable
- Collaborative, and determined to create an exceptional experience for our members
- Demonstrate integrity, responsibility, and accountability

### **Perks**

In addition to our incredible team and members, there are lots of other fun reasons to work with us.

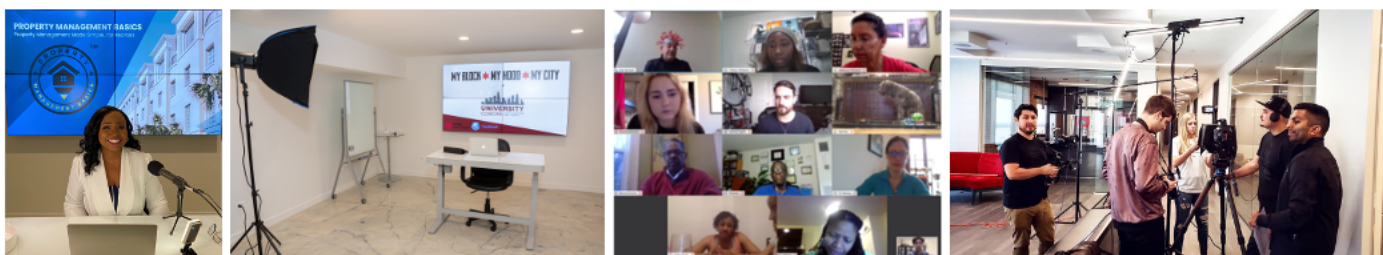
- Health + Vision + Dental + Life insurance
- Paid time off
- Member and team activities

## Logistics

- Most work can be completed during normal business hours, but occasional evening and weekend work might be necessary. We have a preference for on-site, full-time work (approximately 40-50 hours per/week), and demand 100% passionate commitment.
- University CoWork will provide the successful candidate with world-class office space, a Mac computer, and in-place tech stack.

## University CoWork in the News

- Named the “Best of Chicago” by Chicago Magazine 2019
- Featured on WVON, Fox News, and WCIU “The Jam”
- Entrepreneurs learn to boost SEO + Business Credit + social media presence to scale their businesses



University CoWork is proud to be an equal opportunity workplace, and committed to equal opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, or Veteran status. If you have a disability or special need that requires accommodation, please let us know.

Excited to join our team? Get in touch! Send your resume and a cover letter about why you'd be amazing at the role to [team@UniversityCoWork.com](mailto:team@UniversityCoWork.com).