

University CoWork

Operations Coordinator

Are you excited by innovation, believe in the power of community and connection to improve how people live and work, and enjoy catalyzing success? Do you have an entrepreneurial mindset, excel in a fast-paced start-up environment, and want to represent our growing mission-oriented brand to teammates, members, and prospective clients?

University CoWork – the 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, a supportive and talented community, and the expertise to help members reach their goals. Community and business development is our mission.

We are looking for a motivated, self-starting, detail, process, strategic, and solutions-oriented leader. She/he will have a strong sense of hospitality + entrepreneurial spirit who will feel right at home in a start-up where tasks and processes adapt and improve! Individual tasks may vary, but the goal is to ensure that our clients experience exceptional value, the facility and virtual offerings are extraordinary and improving at all times, and that our internal operations are optimized.



What the Operations Coordinator will do

- Business and Product Development
 - Guide the growth of our three core offerings: Chicago Office, Virtual Mail, and Virtual Accelerator
 - Create on-brand internal and external content/communications
- Tech stack optimization and development (CRM, CMS, network, software integrations, etc.)
 - Member-facing and operation-critical technology and related communications
 - Support our three core offerings: Chicago Office, Virtual Mail, and Virtual Accelerator

- Administration / Customer Service
 - Greet members and clients
 - Support members and clients in a variety of ways, including listening, proposing appropriate University CoWork solutions, administration, and follow-up
- Office, Events, and Facilities Management
 - Ensure that the facility/equipment is optimized and impeccable at all times
 - Train, lead, manage, and hold other teammates (staff, freelancers/interns, and facility maintenance personnel) accountable as applicable
 - Ensure seamless operations
 - Be “on-call” as a primary contact, including after-hours
- Policy and Procedure Development
 - Create Standard Operating Procedures
 - Draft on-brand internal and external communications
- Complete tasks and special projects as needed and/or requested



How the Operations Coordinator will be successful

- Understand the serviced office, business education, networking, and community development industries
- Learn the needs of our clients, and develop expertise related to solutions we are currently using or planning to implement
- Gain a deep understanding of our three core offerings: Chicago Office, Virtual Mail, and Virtual Accelerator
 - Value propositions
 - Customer avatars and related problems we are solving
- Identify and implement solutions that will optimize internal operations, enhance our value proposition, and exceptional client experience
- Help recruit, train, and oversee Community Catalyst, freelancers/interns, and facility maintenance personnel as needed
- Create exceptional written content and virtual events
- Implement and develop content strategy
- Develop the economic viability of products, identify key performance indicators regarding the products, business goals, and customer reviews, and be accountable with respect to related goals

Key Performance Indicators

- Customer satisfaction; measured by referral rate, testimonials/reviews, and member surveys/interviews.

- Impeccable facility maintenance at all times.
- Business metrics such as office/desk occupancy rate, membership numbers, churn, number of clients, and revenue.
- Social media metrics such as target market engagement.
- Contribution to University CoWork office and team culture.

Experience and Competencies

- **Technical, strategic, and hands-on leader**
- 2 to 5 years of hospitality, operations, facilities, management, or software development
- Bachelor's degree in business, marketing, communications, IT, or related field
- Superior oral and written communication skills
- Extraordinary organizational skills and attention to detail
- Entrepreneurial, resourceful, and hard-working
- Excel at setting + meeting goals, follow-up, and being accountable
- Collaborative, and determined to lead, manage, and hold others accountable.
- Demonstrate integrity, responsibility, and accountability

Perks

In addition to our incredible team and members, there are many more 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 rare weekend work might be necessary. We have a preference for full-time work (approximately 40-45 hours per/week), and demand 100% passionate commitment.
- University CoWork will provide the successful candidate with world-class office space, a MacBook Air, 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.