

University CoWork

Operations Manager

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 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. Community and business development is our mission.

We are looking for motivated people who thrive in truly collaborative settings. We believe entrepreneurs are better together and can accomplish more when they are a part of a robust community. We wake up each morning thinking about how to have a meaningful impact on the workplace experience of our onsite and virtual members.

It's a great day when everyone can be their authentic self at University CoWork. Our diversity of backgrounds, thoughts, and ideas are the backbone of success in delivering exceptional experiences, for our members and ourselves. University CoWork is committed to continuing an inclusive, respectful environment that embraces individuality and quirkiness. We toast the individuality of our people, and accomplish great things when we collaborate as one team.

We are proud to have been recognized as Best of Chicago in 2019 by Chicago Magazine. To learn more, visit www.UniversityCoWork.com/team.



About The Role

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. Our task for 2022 is to capitalize on this moment to deliver for our community. This means communicating our vision for growth, scaling our network, rapidly accelerating the pace at which we refine our product and service offerings, hiring the best people and making sure they love the work they do, ensuring investor alignment with our mission, and refining the processes and systems our teams use to succeed. You'll be working directly with our CEO, so this role is perfect for someone who wants to learn a ton about how startups scale from the best seat in the house.



You Are a Great Fit For This Role If

- You like alternating between the big picture and the tactical - you enjoy being in blue sky with problem-solving and brainstorming sessions as much as you like making ideas come to life.
- You are a connector who easily builds trust – you have a high EQ, and you form meaningful relationships with others quickly. You're a pro at influencing, supporting teams and inspiring them to perform better and better every day.
- You have unique ideas and opinions - you are a fun discussion partner on strategic, organizational, and operational matters. You ask great questions and are business-minded. You know when to push an idea and when to let it go.
- You love being in a supporting role - you cherish the idea of having a bird's eye view of University CoWork, working closely with the Founder and other leaders, while having a massive impact on the company. You are comfortable doing so in a role that is visible at times, but can also thrive behind-the-scenes.
- You are a great writer. Your writing is easy to understand, flows nicely, and you are comfortable churning it out quickly.
- You take pride in being organized and know how to prioritize – 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 get stuff done - you love moving from idea to execution and get excited about delivering results on projects big and small.
- Company culture and employee engagement is of utmost importance to you - you have an ear to the ground with members and employees with a focus on building a healthy culture across a growing organization.
- You are a trusted partner to the Founder and University CoWork members – you earn the respect of others and they welcome your intuition and ability to drive change. You don't cower when giving tough feedback to leaders above you, and your colleagues know that your feedback is sound and to be trusted.
- You are known for being ethical, thoughtful, and can tell your boss why they're wrong. You have an innate sense of what's right and wrong, and know how to escalate or de-escalate a situation on the fly.

- You're always thinking about how things can be better. You're not stuck with the status quo, and every interaction, or process is an opportunity to help University CoWork better achieve its goals.

How You Should Spend Your Time

- Develop a strong understanding of University CoWork's offerings and unique value proposition
- Manage Operations
 - Ensure that the facilities and equipment are optimized and impeccable at all times
 - Train, lead, and supervise employees, freelancers/interns, and facility maintenance personnel
 - Ensure seamless operations at all times and be "on-call," including after-hours
 - Create internal and external communications that are consistent with the brand
 - Create work schedules and monitor workflows
 - Manage vendors, supplies, equipment, and cleaning services
 - Facilitate access control and maintain security
 - Ensure proper receipt, processing, and delivery of mail services
 - Serve as a liaison for information technology and Wi-Fi services to ensure an "always-on" ecosystem
 - Validate proper functioning of the kitchen and common area furniture and equipment; oversee maintenance when needed
- Policy / Procedure Development
 - Develop and refine Standard Operating Procedures and related trainings
- Business and Product Development
 - Drive business development and client satisfaction, as measured by high occupancy rates, member and client growth, high renewals, low churn, engagement growth, and ultimately financial performance
 - Improve upon the exceptional quality of our offerings
 - Build upon our positive public relations
- Tech stack optimization and maintenance (CRM, CMS, etc.)
 - Manage member-facing and operation-critical technology and related communications
 - Support our three core offerings: Chicago Office, Virtual Mail, and Virtual Accelerator
- Complete tasks and special projects as needed or requested

Experience and Competencies

- *Technical, strategic, and hands-on leader*
- 2 to 5 years of hospitality, systems, or people management
- Bachelor's degree in IT, business, marketing, communications, 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, following-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 lots of other fun reasons to work with us.

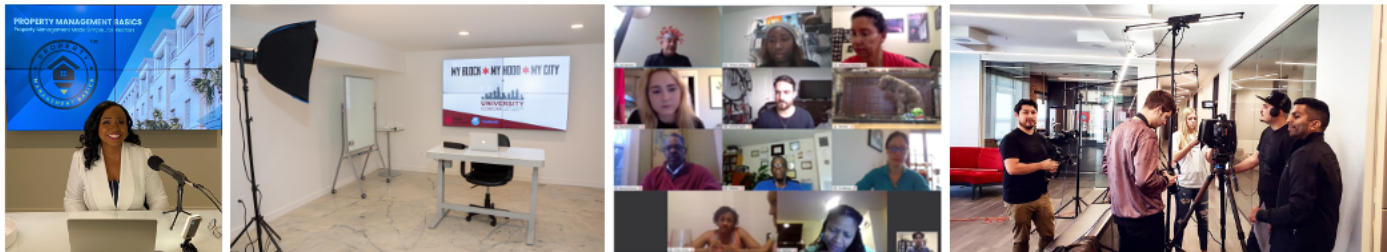
- Health + Vision + Dental + Life insurance
- Paid time off
- Member and Team activities

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.