

## **COMMUNITY CONCIERGE**

Chroma is a space designed to foster innovation, collaboration, mentorship, incubation and diversity, ideal for privacy and independence as well as community and cross-collaboration.

Chroma is seeking an outgoing, creative and supportive person to join its Coworking team. Our Community Concierge is focused on creating an atmosphere of hospitality, ensuring that our members, tenants and guests feel welcome and supported. Our Concierge team manages the Chroma front desk, provide support services to our coworking members and tenants and manage the day-to-day operations of our coworking space. Our concierge team is the first line of contact to all that Chroma offers and are the core to our success.

This full-time position reports to the Director, Coworking and Hospitality.

## **RESPONSIBILITIES**

- Greet and welcome all guests with a warm and welcoming professional manner -- providing accurate information and exceptional customer service while creating a welcoming atmosphere.
- Staff and monitor the front reception desk including answering phones, messaging, directing visitors/guests, and communicating and maintaining security by following our standard safety and security procedures.
- Support meeting and event coordination at Chroma.
- Build and maintain professional relationships with our members, tenants, visitors and staff in order to facilitate a sense of community.
- Anticipate member and guest needs before they arise to enhance and personalize their experience.
- Answer any questions from members and guests related to the building including way-finding, policies and procedures, community etiquette, etc.
- Provide hospitality services and support including coffee service, stocking of supplies, ensuring that the facility tidy and welcoming at all times.
- Respond to inquiries regarding room reservations, facility needs, work orders and building issues, including maintenance requests with support from building management.
- Provide administrative support for memberships, room bookings, invoicing and payment, parking tags, building access requests, and ensure member forms are up to date.
- Support mail and package distribution.
- Demonstrate a high level of customer service at all times.
- Perform other duties as assigned.

## **QUALIFICATIONS**

- Customer service, hospitality and/or sales experience a plus.
- Strong verbal and written communication skills
- Exceptional organizational and multitasking skills.
- Demonstrate integrity, dependability, responsibility, accountability, self-awareness, work ethic, and empathy.
- Ability to remain positive in a high-pressure environment and embrace constant challenges with a can-do attitude.
- Proficient with Microsoft Office Suite (Word, Excel, Powerpoint, Outlook)
- Ability to work well on a team
- Desire to support Detroit's local business community