

## **JOB DESCRIPTION**

**JOB TITLE:** Community Manager

**JOB TYPE:** Full-Time

**LOCATION:** Denver, Colorado

**SUPERVISOR/MANAGER:** Sr. Community Manager

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### **Our Company**

The Focus Group of Companies (Focus) is a Denver-based collection of operating and investment companies. We acquire, develop and manage high-quality office, retail, residential, hospitality and mixed-use properties primarily in the Denver-metro area. Our portfolio includes a diverse range of assets including retail and office space, hotels, coworking spaces, surface parking lots, warehouse and self-storage facilities and special event space. We also own several operating companies that occupy many of our real estate assets. This includes Enterprise Coworking (our high-end coworking brand), Greenbox Self Storage (our environmentally friendly self storage company), Focus Corporation (our fun destination, novelty and licensed sportswear retail stores), and Focus Parking Systems (our in-house parking management company). Guided by the very same entrepreneurial spirit on which we were founded, Focus identifies and responds quickly to unique opportunities in the market with the mission of enhancing the communities in which we work and live. Our projects are executed through people of integrity, authenticity, professionalism, and drive.

### **Position Summary**

Enterprise is a 66,000 square foot co-working community in RiNo. We are seeking an enthusiastic Community Manager.

The nuts and bolts of this role's responsibility is to ensure that you are the guru of information for all guests, members, visitors and potential members. You are helping to guide members towards a positive day filled with productivity, meaningful connections and tools to be successful.

The perfect candidate will be a people person. You will most likely be successful if you have a background in customer service and hospitality with a sprinkle of organization and a large glass of energy. You will be working in a tight knit team of 3 Community Managers.

### **IDEALLY YOU ARE:**

- **Able to wear many hats.** You'll need to pay attention to the needs across the greater Enterprise community. It is important to focus on the tasks at hand, but also to pitch in where needed, always willing to roll up your sleeves.
- **Hospitable.** You rock social ninja skills. You enjoy welcoming guests into the fold. Our membership is growing quickly and you will encounter a tornado of people, moods, and

challenges. A great attitude, fair but firm level of diplomacy, and a great sense of humor are paramount.

- **Sharp.** Not only do you pay attention to detail, but you're alert and overly observant. You notice when something is amiss and set it straight.
- **Collaborative.** You get great pleasure from creating ways for members to connect. We don't expect you to know everything at the start so it is good if you like to ask questions. We are rapidly growing and always open to alternative ways of doing something, so you should be willing to share your genius ideas with the group. Equally important is the ability to have authentic conversations with guests and members—and work with them toward solutions.

## Responsibilities and Duties

### Daily

- Greet every person who walks through the door
- Sort Mail, packages and other items that cross your desk
- Help set up for events, meetings, tours and orientations that are upcoming
- Answer all incoming calls and help with potential new member inquires and tour scheduling
- Guest pass and day pass issuing
- Help members make connections with each other in order to help them develop and grow personally or for their business
- Assist/conduct prospective-member tours and give them a taste of what the Enterprise community has to offer
- Assist/conduct orientations for new members and start them on their journey in the community
- Be a connector and community resource by serving as the main point of contact for guests and members and guaranteeing that each interaction is a positive, engaging experience
- Mediate and balance various interests to resolve conflicts and create the greatest impact for the Enterprise community. Bring tough situations to the Operations Manager when needed.
- Collect and analyze community feedback and work closely with your team to implement changes

### Space

- Oversee the efficiency and good working condition of the space and it's equipment, while keeping the coffee (and cheerfulness) flowing
- Help members stay productive, whether it's setting up to present on Chromecast, Apple TV, getting them the right cords for their computers, or even helping when the printer jams

### General Know-How:

- Ensure that Enterprise's core values and mission are upheld at all times, holding yourself and those around you accountable

- Innovate and instigate: be in constant pursuit of ways to make Enterprise a wonderful place to work, for members, guests and the Enterprise staff.
- Social media. Catch important things that are happening around the space in order to be the voice of your space for all our social media
- Graphic design would be a plus to help us with newsletters, digital signage and other creative avenues

**The Perks:**

Focus offers great benefits including health, dental, vision and life insurance, up to 4% match on 401K, 10 paid holidays, 3 weeks of paid time off for the first year (increasing to 6 weeks off after 11 years), free parking and a free ECO Pass! In addition to those great perks, our offices are located in Enterprise which is a coworking space that we developed. We get to reap the benefits of working out of the coworking space which includes goodies like local brewed coffee, local microbrews and soda on tap, ping pong (we get a little competitive), gym and a full calendar of all sorts of community events and fun Focus team events.

**Our Values:**

Focus started with a single employee and a single pushcart on Denver's 16<sup>th</sup> Street Mall. Guided by the following values, we have grown the company to a nearly 100-person team developing some of Denver's highest profile and most exciting projects:

- *Be Excellent.* We take ownership of our work. We are accountable and responsible.
- *Be Authentic.* We are real. We value open and honest communication.
- *Be Hungry.* We love to learn, share and grow. We get the right stuff done.
- *Be Happy.* We love to have fun. We are positive and optimistic.

To apply to this position email your resume to [careers@focuscorporation.com](mailto:careers@focuscorporation.com).