

Job Description: Office & Events Coordinator

Nexus is the first social impact co-working space and Impact Center in the state of Indiana. We launched in January 2020 with a mission to unite, inspire, and resource people to cultivate impact-driven business models. We do this by bringing together like-minded people from both nonprofit and for-profit businesses that are interested in embedding both social impact and sustainable revenue streams into their business models. We provide economical space to work and meet, along with connections and resources to help organizations grow their social impact. We were named top coworking space in Indy by Coworking Mag in 2022

The Coordinator is the primary point of contact for public rentals, as well as space management. The Coordinator is responsible for administering the day-to-day operational activities of the space, ensuring supplies are on hand, the space is well presented to members and guests and coordinating use of the space with both members and public renters. The position reports directly to the Community Manager and pays \$18.50/hr. Depending on candidate preferences the position could be 32 or 40 hours/week.

PRIMARY OBJECTIVES:

- Respond to rental inquiries, secure rentals and handle all related paperwork for rentals.
- Ensure amenities needed for rentals are coordinated, spaces are ready and meet the renters needs.
- Administer/maintain the member portal to provide a positive user experience with guests and the public.
- Ensure quality record management including member and guest payments.
- Maintain the facility and amenities to provide users with a clean space, stocked supplies, and smooth processes.
- Foster a healthy community and culture.

RESPONSIBILITIES:

1. Event Coordination: Coordinate events (both internal and external) with users to ensure set-up, optional add-ons etc are ready. Work with people holding events to ensure they are familiar with the event and space policies, and provide help/assistance needed.
2. Administer and maintain member portal: Maximize the functionality of the software to add value to the overall member experience. Ensure all billings and payments received are processed properly in the portal. Manage all internal and external rentals of the space, monitoring the needs of those in the Nexus

community to ensure external use is not impeding needs of the Nexus Community.

3. Maintain the facility and amenities: Oversee the condition of the space, cleanliness, and coordination of vendors (cleaning, copier, etc). This includes addressing member needs/complaints, and working with the landlord on building issues that need repairs/maintenance.
4. Handle daily/weekly bookkeeping: Take in all mail, and process member and guest rental payments, deposits, and record transactions in Member Portal. Ensure efficient processing and quality and timely record-keeping.
5. Foster Community: Build community by connecting members to one another. Connect regularly with members about their needs and satisfaction of the space. Promote friendly use awareness and addresses any disruptive or disrespectful members/guests to maintain a healthy and positive environment. Execute the onboarding process for new members. Orient new members with expectations of both them and the space. Solve member problems and concerns on a daily basis. Passionately embrace, demonstrate and convey the organization's mission, and core values. Be a source of positivity and ensure a welcoming environment where members and guests feel valued, respected, supported and cared for.

OTHER RESPONSIBILITIES:

- Marketing: Assist with tours, promoting the space and utilizing social media to expand awareness and market the space.
- Website Updates: Make basic information updated on the website.

PROFESSIONAL SKILLS, ABILITIES & QUALIFICATIONS:

- Excellent multitasking and problem-solving skills
- Detail oriented and very organized with a variety of demands and tasks
- Ability to adjust, be flexible and problem solve when unexpected issues arise.
- Experience and/or education in bookkeeping or basic accounting
- Effective formal and information communicator on social media, email and face-to-face.
- Ability to quickly grasp current internet-based software such as Google Docs, CRM's and other online based programs
- Must be able to lift 50lbs.

Interested applicants can email a resume to nexus@nexusimpact.org