DOJO

**Community Manager**

JOB POSTING

***Company Culture:***

“We’re an Office as a Service business, focused on enhancing work life for modern workers. We offer innovative office space solutions and access to community events and activities”

DOJO aspires to redefine our relationship with work by creating a sense of belonging and community in the workplaces we build and manage. Our Community Manager is to lead a team as facilitators in fostering meaningful relationships, directly with our members, as well as between members.

***Job Description:***

We’re looking for a Community Manager who understands the value of building positive collaborative environments and advocates for the well-being of each member of the DOJO community. You represent DOJO and are the first point of contact our guests and members reach out to.

This is a customer-facing role. If you enjoy connecting with people, this is the role for you. You will meet people from around the world with different backgrounds. You will develop your communication skills, customer service skills, and event management skills. You will be the most trusted and indispensable guide to deliver excellent day-to-day support and facilitate connections between community members.

As the Community Manager, you’re the one DOJO’s members rely on as you help them on their day-to-day needs and you’re also the one DOJO’s management team rely on for the overall community well-being and satisfaction.

You’ll lead a team of community associates and work closely with our management team and you will be able to get all the support you need to guide the community members with the highest level of care and excellence.

***Responsibilities & Tasks Include:***

1. **Front Desk Management/Point of Contact**
* Welcome and manage check-in of guests and members
* Schedule on-site tours, send confirmation emails and welcome guests
* Register drop-in guests before tour
* Answering incoming calls and enquiries from members and guests via website, emails or walk-ins
* Respond and refer any sales related enquiries to management team
* Manage meeting room reservation
1. **Membership Management**
* Kick-off community initiatives designed to develop connections between members including introductions, event support, email newsletters and print communications.
* Understand and resolve member-related issues to ensure a cohesive community
1. **Events and Community Management**
* Engage with wider urban community by attending networking events with local start-ups and organizations
* Assist with the set-up and breakdown of events including ordering of food and beverage catering.
* Blast out DOJO events, updates, happenings, newsletter via group chats and social media platforms
1. **Building Operations and Management**
* Supervise overall building cleanliness and organisation to ensure highest level of guests and members experience
* Identify building maintenance issues and arrange for fixing accordingly
* Lead the community team to work closely with finance dept in managing incoming and outgoing finance documents i.e invoices, receipts, petty cash record etc.

***Skills we’re looking for:***

* Energetic, positive, proactive, empathetic and customer oriented
* Excellent in customer service skills
* Exceptional communication skills, both written and verbal, with a proficiency in English
* Exceptional interpersonal skills
* Good time management skills
* Experience using social media platforms, MS Office, etc
* Superb organizational skills and the ability to lead
* Dedicated work ethic, demonstrates integrity and accountability

***This could be a great fit for you if you say “Yes! That’s me” when you read this:***

* You are a people person and enjoy connecting with people
* You love being there for others and listening to their stories and concerns
* You enjoy taking care of others
* You are highly sociable and enjoy organizing events in your personal life
* You’re comfortable dealing with customer complaints
* You do great work autonomously and as part of a highly collaborative team
* You are comfortable managing a team and enforcing standards.

***Hours & Wage:***

* Position: Community Manager, Full-Time Position
* Working Hours: DOJO operates from Monday to Friday with standard operation hours from 9am - 6pm. However, for the practicality of Community Department, DOJO offers flexible working hours i.e. 8am - 5pm, 8.30am - 5.30pm, 9am - 6pm and 9.30am - 6.30pm. Working on weekends will be required if there is an event happening at DOJO that requires your assistance and attendance.
* Remuneration: Salary range from RM4,500 - RM5,500. Salary commensurate with experience

 ***Benefits:***

* We are a fun, dynamic team who focuses on the physical, social and emotional health and well-being of our teammates
* We are still growing as a team and company so there is a lot of opportunity to grow with DOJO and potentially step up into greater levels of leadership and contribution within the company
* We value work-life balance
* We offer paid annual leaves, medical benefits, season parking, year-end bonus, annual increment and company get-together and gatherings

**TO APPLY:** Please email your updated resume to rachel@dojokl.com

*Thank you so much! We look forward to seeing your application and exploring potentially working together.*