DOJO

**Community Associate**

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 Associates are to be facilitators in fostering meaningful relationships, directly with our members, as well as between members.

***Job Description:***

We’re looking for a positive Community Associate to be the first point of contact to our members and guests. In this position, you’ll be addressing inquiries, requests, concerns, as well as assisting in community engagement activities. Your primary role is to attend to guests and members requests.

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 working under our Community Manager to deliver excellent day-to-day support and facilitate connections between community members.

You’ll 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:***

* Open up in the morning and ensure that it is in good condition and ready for work (Front desk in order, wifi is up and running, music is turn on, pantry, lounge and common area are all clean, tidy and well maintained, coffee machine is up and running etc)
* Greet and receive members and guests
* Check-in/Sign-up members and guests, assist in member’s payment and registration
* Greet members by first name
* Give tours to guests and prospective members
* Answer phone calls, email, and social media inquiries
* Facilitate in meeting room bookings
* Follow opening and closing checklist
* Sign up new members
* Assist in external event operations
* Assist in weekly and monthly community activities
* Handle postages and courier services
* Open, sort and distribute incoming correspondence (mail & parcels)
* Monitor office supplies (consumable and refreshments) and place order
* Monitor and record petty cash
* Assist members and guests with printing and Wifi connectivity
* Assist in issuance of monthly invoice to members and follow up on payment
* Assist in issuance of invoice for rental of meeting room and event space and follow up on payment

***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
* Basic accounting knowledge
* Experience in administrative tasks and filing system

***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 have basic knowledge of accounting transactions and administrative tasks

***Hours & Wage:***

* Position: Community Associate, 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 RM2,500 - RM3,500, 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](mailto:rachel@dojokl.com)