

beyond

Assistant Community Manager - beyond

“to make the world a better place by empowering people to reach their potential, together.”

beyond redefines the future of work by creating spaces that inspire personal growth, meaningful connections, and lasting impact - empowering people and communities to thrive together.

We are on a mission to create inspiring spaces where everyone can become their best self, so that we can reach our full potential, together.

We believe that when people are inspired and supported in a collaborative environment, they can create positive change. By nurturing individuals and communities, we're contributing to a world where meaningful work drives impact, connection fuels creativity, and collaboration.

We create inspiring, collaborative workspaces that empower individuals and teams to achieve their best. beyond offers environments where people can come together, spark new ideas, and build connections that help them reach their goals. Each workspace is designed to support and elevate personal and professional growth, fostering a spirit of collaboration.

The role

As an Assistant Community Manager you report daily to the Community Manager. You are responsible for providing the best member experience, building a strong community by nurturing strong relationships with members and hosting various events. You play an integral role in the overall sales performance and overall revenue.

Sales

- Work closely with the Community Manager and the Sales Director to achieve the monthly revenue and occupancy target
- Conduct building tours according to sales guidelines
- Provide suitable proposal offers based on infinitSpace guidelines
- Proactively approach members for sales related initiatives to support their growth
- Assist to execute broker campaigns and events focussed on lead generation
- Roll out a successful referral campaign within your building
- Assisting in managing the day to day enquiries helping to convert leads into tours
- Sending proposals and contracts upon completion of tours to potential new members
- Maintaining the business rates relationship between our members and our business rates partners
- Assist in leading the daily sales call - updating the team on our current occupancy and forecast
- Be enrolled in a very generous commission structure following probation period

Member Experience

- Responsible for an exceptional overall member experience and satisfaction KPI
- Being members' point of contact and solve all members' related requests within our SLA's
- Support front desk coverage schedule as needed, ensuring there is consistent coverage during business hours
- Building a strong community within your building by meeting and understanding your members, their business and field of work
- Execute building-specific plans to improve KPI's
- Be the the first point of contact for any member escalations
- Drive the success of business updates, process changes, company initiatives, and goals

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Operations

- Conduct building morning walkthroughs to control the quality of the building
- Escalate and follow up on building underperformance to the correct stakeholders to ensure the highest level of building quality and member experience
- Ensure at all times that offices/building health is up to infinitSpace global standard in cooperation with our vendors
- Be the point of contact for our onsite vendors
- Process (member) support (maintenance) request within our SLA's
- Initiate, plan and delegate work assignments to our maintenance and cleaning vendors
- Responsible for quality controls and inspections focussed on maintenance and cleaning
- Have feedback conversations with our maintenance and cleaning vendor focussed on improving the overall experience
- Assist in the vendor onboarding process and generate a way of working to set the vendor and the building up for success
- Review, understand and execute the building Emergency Action Plan
- Plan and manage the day to day with your vendors to ensure the highest level of building quality and member experience
- Responsible for stock management to ensure excellent member experience and financial performance
- Lead, manage and execute the Move-in and Move-out process

Team Management

- Assist in employee recruitment, onboarding, training and performance evaluation activities
- In absence of the Community Manager, lead and manage the Community Team

Events

- Initiate, lead and manage the event strategy (i.e. calendar for the month, events with purpose, good mix of themes)
- Responsible for managing and controlling the event budget and actual spends to ensure the member experience is maximised
- Initiate and negotiate local and strategic partnerships in order to decrease event spend without sacrificing quality
- Initiate, lead and manage event ideation, planning & execution
- Develop innovative ways to surprise and delight members to create a unique experience
- Execute events that are in the interest of the community focussed on fostering a strong connection between members

Finance

- Oversee the day to day operational and event expenses within the allotted budget
- Demonstrate a good understanding of the budget via the P&L - be able to talk through the financial status of the building month on month

About You

We'd love to hear from you if you meet the qualifications below:

- 3+ years of equivalent experience in sectors such as commercial real estate, operations, hospitality, marketing, startups, finance, or related experience. Customer service experience required.

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- Bachelor's Degree or equivalent experience preferably in Business, Marketing, Hospitality, or other related degrees
- Must have excellent verbal and written communication skills, project management, and business operations experience, Fluency in the English language, local language, written and spoken)
- Like challenges, and embrace change in a fast-paced environment
- Demonstrate integrity, dependability, responsibility, accountability, self-awareness, a good work ethic, and adaptability

Working location

Berlin- onsite

Interested?

If you're excited about this job, we're looking forward to seeing your application; Cover letter and your CV.

Feel free to contact Sarah Boumans, International Expansion Manager

Email: sarah.boumans@infinitSPACE.com

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Just as we empower our community, we believe in empowering our team to create a positive impact in one's life, work and environment. We move fast and challenge each other, but we always make sure we look out for one another. Our culture and values are what makes working here rewarding. We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Acquisition for this vacancy is not appreciated.