

JOB DESCRIPTION



Title: Associate, Sandbox

Location: Delhi NCR

Reporting To: Head of Operations

Employment Type: Full Time

About Investopad

Investopad was founded in 2014, with the mission to support the startup ecosystem by developing community workspaces for students, professionals and small businesses with the aim to facilitate a collaborative work environment - by entrepreneurs, for entrepreneurs - in order to help startups create value and build long-term, successful businesses.

Investopad extends its resources and network to truly make co-work thrive.

Each studio is a part of the pan-India network and provides highly functional infrastructure to work, meet, learn, and connect.

Investopad has a history of incubating and investing in companies that operate out of our coworking studios.

Job Summary

The community manager is the storm-trooper of our cowork studio.

He/she can capture the meaning of the Investopad mission and make it a reality for our members.

In essence, you are the heart, soul and spine of the Investopad Gurgaon location.

The role will be to achieve the following:

- Creation of a collaborative environment amongst our members through events and personal introductions
- Generate leads and conduct tours to maintain 100% studio occupancy, while managing churn
- Ensure smooth day-to-day workflow
- Driving growth and promotion of Investopad provided service offerings
- Maintaining company standards and expectations
- Growing the number of high-quality teams located at our studio that are best aligned with our culture
- Engage & network with members to be able to regularly assist in their business growth
- Build a pipeline of potential clients / community members

Responsibilities

Community Management & Events

- Manage all operation processes to ensure highest level of member satisfaction
- Develop community initiatives designed to create connections between members, including member introductions, overseeing events, electronic and print communications, and building walkthroughs
- Solve member-related issues to ensure a cohesive community and manage member expectations; process member terminations and other issues of complexity
- Oversee events to ensure there is a good balance of educational, member appreciation, and lead generating events
- Proactively gather data on members' business objectives and identify both Investopad and member services that could help members achieve their objectives
- Identify opportunities and act on them to connect members
- Design and implement rules, guidelines and best practices for the community to optimize member experience
- Recommend best practices, including but not limited to: community management, sales, events, training, and member experience on a company-wide level

Business Development

- Take responsibility for sales and community dynamics
- Conduct tours to work towards and maintain 100% building occupancy
- Engage in the larger community of the market by attending events and networking with local start-ups and organizations
- Building a good broker network for accelerated sale conversions
- Handle end-to-end sales cycle
- Driving sales & focusing on generating new leads, whilst growing and retaining existing customers by delivering exceptional customer service

Studio Management

- Work with our facility managers to ensure that the studio is fully operational and processes are running smoothly
- Analyze tickets by area to identify and resolve issues presented, i.e. insufficient cleaning staff, repeating IT-related failures, malfunctioning conference room equipment, etc.
- Produce comprehensive quality control reports that allow all stakeholders to improve member experience
- Expense management for the building

Please rename your resume to “Purple Tang” and share it with shiva@investopad.com if you would like to be considered for the opportunity.

Skill Requirements

- Project management and business operations experience, with great organizational and multitasking skills
- Must have strong verbal and written communication skills
- Passion and understanding for entrepreneurial communities, enjoy engaging and interacting with entrepreneurs
- Outgoing, social and empathetic with an understanding of people conflict resolution
- The ability to work productively with limited supervision
- Demonstrates a creative, flexible and entrepreneurial results-oriented work ethic