

## Concierge Position Description (Customs House)

Updated June 2018

<b>Position:</b>	Concierge (Customs House)
<b>Organisation:</b>	Hub Australia Pty Ltd
<b>Reports into:</b>	Hub Australia, Clubhouse Manager (Customs House)
<b>Start date:</b>	July 2019
<b>Probationary period:</b>	6 months from original start date
<b>Salary band</b>	B
<b>Location:</b>	Customs House (Sydney)
<b>Employment type:</b>	Permanent full-time
<b>Ordinary hours of work:</b>	You are expected to be contactable between 09:00 and 17:00 (Mon - Fri). In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
<b>Salary:</b>	To be discussed at interview stages.
<b>Phone allowance:</b>	\$100.00 per month
<b>Leave entitlements:</b>	As per leave policy.

### Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of organisations. We have over 2500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

### **The purpose of the role:**

Our concierge is our first and most important face of our organisation. From welcoming guests to responding to concerns, our concierge connects our members with our services. As Concierge, you will maintain all aspects of our welcome area. Your responsibilities will include welcoming our members on arrival, coordinate member guests and farewelling guests at checkout; providing outstanding service by ensuring all requests are accurately actioned with prompt follow-through.

### **Areas of responsibility:**

#### *Manage the welcome area*

- Being the face of our organisation, welcoming guests on arrival
- Coordinating our arrival process; corresponding with our members on guest arrival and offering refreshments
- Follow check-in and check-out procedure for guests of members
- Managing arrivals from our local and interstate clubhouses, providing them with access pass and internet access
- Management of the return of all day passes by the end of each day, following up with guests/members in the space when necessary
- Ensuring the welcome area and welcome desk is a clean, presentable, free of clutter and friendly environment, and consistent with National specifications (Experience Data Sheets)
- Ordering weekly flowers for welcome area
- Managing and ordering office supplies required for welcome area
- Training and overseeing Casual Staff covering concierge duties

#### *Member Administration*

- Managing a busy clubhouse email inbox, ensuring a timely, helpful and thoughtful response
- Assisting members with queries they may have, connecting them with the appropriate person

- Assist members to resolve issues, process incidents as they arise and other issues of complexity
- Manage our member's mail including post and couriers; filing and contacting members when mail arrives
- Coordinate any courier pick-ups arranged by our team or our members
- Handling member administration to include (but not limited to):
  - Member Access Passes
  - Meeting room booking and troubleshooting
  - Media room bookings
  - Coordinating trial days (walk-ins)
  - Lost and found
  - Local and Interstate visitor coordination
- Assisting the New Member Lead and Clubhouse Manager with local clubhouse leads including capturing lead data in our CRM
- Assist Clubhouse team with occasional data entry, as required
- Support the company in its ongoing B-Corp certification
- Living and breathing our values: Collaboration, Accountability, Adaptability, Resourceful, Beyond Profit.

#### **Key Performance Indicators:**

- Hub Happiness Index (Customer Satisfaction Survey)
- Ensuring general email enquiries are responded to promptly or redirected appropriately.
- Track expenses relating to Welcome Area supplies with 100% accuracy

#### **Skills/Attributes that are essential for this role:**

- A genuine passion for managing client relationships and bringing warmth and delight to every interaction

- Ability to remain poised under pressure in a fast paced environment
- Polished communication skills, both written and verbal
- Driven to refine and improve systems/procedures/protocols that enhance the customer experience
- Strong time management skills, excellent attention to detail, and a strong sense of aesthetics
- Most importantly; a desire to grow and learn with a dynamic, growing and supportive community

### **Required training and experience**

- 1-2 years experience in a customer facing role in Hotel/Hospitality industry, preferably luxury/5-star
- Experience with data entry/CRM system not required but well regarded

### **What you'll be rewarded with:**

- Being a key member of an energetic, dynamic and fun national team.
- The satisfaction and challenge of enabling an inspiring and diverse network of over 1000 members nationally and connecting them globally.
- Being part of a B-Corp certified company with a vision and plan to make a difference.
- Two paid days per year on company time to undertake volunteering plus a day within your birthday month.
- Working from one of the coolest workplaces in town.
- Phone allowance and use of a MacBook.
- Personalised training and development program.

**All this while working in one of Australia's most beautiful workspaces!**

**To apply, please send a copy of your resume and cover letter to [hello@hubaustralia.com](mailto:hello@hubaustralia.com) with Concierge (CH) in the headline. We look forward to hearing from you.**