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## ROCK31 COMMUNITY COORDINATOR

Are you passionate about building relationships and making people feel welcome?

Are you an administrative mastermind who loves organizing events?

Are you at your best when you're servicing people?

Join Rock31 and become part of the effort to create a collaborative and supportive community for entrepreneurs! This position will be responsible for the day-to-day operation of the physical coworking space, overseeing the Rock31 member experience, and collaborating with the team to plan, communicate, and execute Rock31 programming and events.

### **In this job, you would be responsible for:**

- Performing the necessary tasks to open, operate, and close the coworking space during operating hours
- Providing planning and management support as needed to effectively deploy, sustain, and grow Rock31 memberships
- Collaborating with the marketing department and Rock31 Director to generate interest in Rock31
- Utilizing coworking software applications to manage bookings and memberships
- Maintaining a positive, clean, safe, and inclusive experience for all members
- Conducting tours for prospective members
- Onboarding new members and helping existing members move out of the space
- Helping guests troubleshoot IT issues, such as wi-fi connectivity and virtual conferencing setup
- Reception management duties, such as greeting the public, answering calls, and managing incoming and outgoing mail
- Answering general startup and fundamental questions for small business clients and/or referring clients to appropriate small business resources
- Planning and coordinating Rock31 programming and events, such as meetups
- Supporting BSED's Native American Development Corporation (NADC) Partnership and the Minority Business Development Agency (MBDA) grant goals by onboarding referrals and connecting them with appropriate BSED services

### **You're a good fit for this job if you have:**

- 1-3 years' experience in the hospitality industry or similar occupation that focuses on managing a great customer experience.
- 1-3 years' experience in an administrative or clerical position.
- Experience in sales or marketing strongly preferred
- Strong oral and written communication skills
- Excellent personal effectiveness and time management skills
- Ability to maintain a calm and collected demeanor
- Excellent attention to detail
- Strong proficiency in software programs such as Microsoft Office Suite, CRM platforms, and cloud-based software applications
- Strong technology troubleshooting skills

*Please see the position's job description for a full summation of the roles, responsibilities, and requirements of this position. (Accessible when clicking on the application link below.)*

### **Other info you should know:**

- This position reports to the Director of Entrepreneurship.
- This is a full-time, hourly position eligible for our full suite of benefits including medical, dental, retirement (PERS), life insurance, holiday pay, sick pay and three weeks of vacation pay a year.
- We offer wages based on regional market data and commensurate with experience.
- The position is located in Billings, Montana.

### **How to Apply:**

1. Fill out an employment application and upload your resume and cover letter by clicking [HERE!](#)
2. Send all inquiries to [Careers@bigskyeda.org](mailto:Careers@bigskyeda.org)

**APPLICATION WILL REMAIN OPEN UNTIL POSITION IS FILLED**

Learn more about the [Rock31 Coworking Space](#)

Check out BSED on [Facebook](#)

Take a behind-the-scenes look of life at BSED on Instagram  
[#lifeatbseed](#)