

Job Description	
Rock31 Community Coordinator	
Reports To: Rock31 Director	FLAS Status: Non-Exempt
Position Status: Regular, Full-time	Revision Date: August 2023

Summary

The Rock31 Community Coordinator provides support to the Rock31 Director, who delivers programmed space (coworking) and services (incubation, acceleration, meetups, and specialized training) for entrepreneurs. The position is responsible for day-to-day operations of the physical coworking space, oversees the Rock31 member experience, and collaborates with the Rock31 team to plan, communicate, execute Rock31 programming and events, and provides general information to entrepreneurs about the coworking space. The position also provides support and database management for the SBDC program; executing the Native American Development Corporation partnership, as well as providing general information to business owners interested in starting a business and refers them to additional resources as needed.

Essential Duties and Responsibilities

To perform the job successfully, an individual must be able to function at a high level and perform each essential duty independently and accurately. The duties listed are a representation of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Rock31 Community Coordinator

1. Perform tasks necessary to open, operate, and close the coworking space Monday – Friday 8am to 5pm.
2. Work with the marketing department and the director to generate interest in Rock31.
3. Provide planning and management support as needed to effectively deploy, sustain, and grow membership.
4. Conduct tours for prospective members.
5. Communicate with the director to ensure that potential members will fit in with Rock31's culture dynamics and mission.
6. Onboard new members and help exiting members move out of the space.
7. Utilize coworking software applications to manage bookings and memberships.
8. Be knowledgeable about Rock31's membership contracts, community playbooks, and guidelines needed to manage the work environment.
9. Maintain a positive, clean, safe, and inclusive experience for all members.
10. Be visible, interactive, and engaged with members.

11. Ensure members and day-use customers have a positive experience when booking and using our meeting rooms and training room.
12. Help members and day-use customers troubleshoot IT issues, such as wi-fi connectivity, virtual conferencing setup, AV equipment use, etc.
13. Help plan and oversee meetups from check-in process to cleanup.
14. Send out weekly event updates to the members.
15. Send out the monthly newsletter to the members.
16. Keep an updated wait list and fill desk and office vacancies immediately.
17. Answer general startup and fundamental questions for small business clients and pre-screen clients to assess the best route for service delivery.
18. Answer the Rock31 dedicated phone line to provide excellent customer service to meet client needs. Answer basic business questions as needed.
19. Refer clients to appropriate small business resources and training as needed.
 - www.Rock31.org/faq
 - SBDC, PTAC, VBOC, and SBA 504
20. Espouse the five Rock31 values:
 - Built by and for entrepreneurs.
 - We never underestimate the importance of having fun.
 - We're motivated to help.
 - We place a high value on integrity.
 - We avoid gossip.

Native American Development Corporation (NADC) Partnership

The Rock31 Community Coordinator position, under the employment of Big Sky Economic Development, will conduct services in partnership with NADC and the Minority Business Development Agency (MBDA) grant to assist and support entrepreneurs through responsibilities listed above and below. The Rock31 Community Coordinator's focus is to support Rock31 Membership and SBDC responsibilities and tasks, and entrepreneurs referred from NADC. Specific requirements from MBDA grant include:

- Execute Minority Business Development Agency grant goals assisting NADC referrals to SBDC counseling
- Onboard NADC referrals to incubation services, specialized trainings, and SBDC services
- Onboard NADC referrals to Rock31 Membership and conference/training space
- Engage NADC referrals to BSED full suite of services, Rock31 networking/social events
- Provide NADC with quarterly report out of Neoserra including counseling hours, # of clients, and trainings

Reception Management

1. Greet the public, Rock31 members, guests, and BSED clients in a manner that fosters a positive first impression.
2. Manage incoming and outgoing mail.
3. Answer Rock31 designated phone line.
4. Help check-in meeting guests and BSED clients.
5. Help resolve member and guest facility service requests.

Other Responsibilities

1. Provide back-up support to the Rock31 Director for relevant projects & engagements.
2. Help recruit and engage with relevant mentors in partnership with the SBDC team.
3. Participate in the BSED collaborative projects as assigned.
4. Other duties as assigned.

Required Knowledge, Skills, and Abilities

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform job duties at a high level:

1. Office Equipment/Computer/Technical – Proficiency in basic office and computer equipment including a multi-phone line system and phone conferencing equipment, as well as a strong working knowledge of Microsoft Office applications including Excel, PowerPoint, Word, Outlook, as well as Adobe. Must also be able to proficiently learn and navigate the Neoserra CRM system.
2. Oral Communications – Strong ability to work with people from all backgrounds utilizing interpersonal and professional communication skills in written form, over the phone, and in person. Ability to remain positive and professional when dealing with internal and external stakeholders.
3. Communication Skills - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, proper grammar, and professional etiquette. Adept at website content management, digital marketing and social media networks, and blog engagement.
4. Business Fundamentals – Basic knowledge of how to start a new business and the ability to direct clients to BSED resources accordingly.
5. Detail Orientated – Strong ability to achieve thoroughness and accuracy when accomplishing a task, while ensuring trivial details are not overlooked. Uses checklists, schedules, calendars, etc. to manage tasks effectively.
6. Organization and Time Management Skills – Strong ability to manage time and task list in an orderly manner to meet deadlines and deliver a finalized, completed result.
7. Adaptability - Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments. Ability to work under pressure and adjust to a diverse working environment.
8. Customer Service Focus - Ability to provide an exceptional experience and leave positive, long-lasting impressions on clients, stakeholders, and colleagues.
9. Resourcefulness and Problem-Solving – ability to troubleshoot and solve problems quickly and effectively as they arise.
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Minimum Qualifications

1. 1-3 years' experience in the hospitality industry or similar occupation that focuses on managing a great customer experience.
2. 1-3 years' experience in an administrative or clerical position.

Job Requirements

Additional job requirements include:

1. Office hours are 8 a.m. until 5 p.m. The weekly schedule will be set with the Rock31 Director but may fluctuate because of early morning, lunch hours, or evening and weekend work.
2. Must have reliable transportation, be able to operate a motor vehicle, have a valid driver's license, and travel.

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; speak (with clarity). The employee frequently is required to walk, sit, and climb or balance. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

Working Environment

Work is in a normal office environment with noise levels that are usually moderate. Working conditions require high attention to detail and deadlines frequently.