

At Serendipity Labs we pride ourselves on creating a business that is an extension of the corporate workplace. Trusted by some of the largest and smallest companies around, we provide flexible workplace solutions and have created a national network of safe, comfortable, well designed, and professional work environments for businesses of all types and sizes to call their own. We do all of this by blending really great places to work with 5-star service delivered by a well-trained, experienced and people focused team. It is Workplace-as-a-Service.

As we expand our network of locations, we are looking for the best talent to join our team. This is a fast-moving industry that requires passionate, engaging, high energy individuals that stand out in a crowd and that our members and prospects will enjoy interacting with every day.

Your Future Role: Broker Channel Development Manager

As our Broker Channel Development Manager (BCDM) you are responsible for the creation and management of revenue flowing through the commercial real estate broker channel. Through your extensive experience in Corporate Real Estate and with a wealth of established broker relationships developing those into referrals and deals, while also cultivating new broker relationships. You own an engagement plan that you execute yourself and help the rest of the sales organization to deliver upon. You are an internal subject matter expert on all things “broker” and will be called upon often for input on specific broker deals and relationships. You are the brands conduit to the broker community at large and are seen as the go to for Serendipity Labs by any local CRE broker.

All this can be accomplished by:

- Building brand awareness in local CRE brokerage world and promote our value proposition as flex subject matter expert + brand champion
- Developing network with brokers, brokerage houses, influencers, CRE professionals, community members/organizations, thought leaders, and strategic partners
- Being able to educate brokers on how to leverage flexible solutions for their clients
- Qualifying broker requirements and routing them accordingly through the organization
- Working alongside marketing to develop messaging, tools, and outreach support needed for the broker community
- Working internally with other functional leads continually to refine and streamline the broker engagement plan and process to ensure it's easy for brokers to refer business to Serendipity Labs
- Generating new business through highly coordinated outbound programs
- Preparing proposals for broker requirements
- Launching and managing strategic broker partner programs
- Gathering helpful market intelligence – flex operators, tenants, owners
- Stepping in as needed to close deals
- Coaching field teams in how to work with brokers

Essential Knowledge, Skills, and Abilities:

- 5-7 years experience in commercial real estate, ideally as a listing or tenant broker
- An established network of CRE contacts
- Strong knowledge of CRE terms, prices, deal structures, planning, etc.
- Proven sales record of hitting and exceeding performance metrics
- Excellent time management and decision-making skills
- A high energy, personable team member that can easily engage with any level of broker
- A love for building a new book of business



Serendipity Labs

- Ability to maintain high quality work while juggling many projects at once; ability to prioritize in a quickly changing environments
- Outstanding communication skills – on paper, with decks, online, and in-person
- Strong negotiation skills
- Openness and eagerness to travel as needed and be a visible partner in market
- Strong interpersonal, leadership, and project management skills

What we offer you:

- Competitive base salary and uncapped commission potential
- 80% employer paid health care, vision, and dental insurance
- Generous paid time off
- Ability to be in a start-up culture with an entrepreneurial spirit
- Work in a fast-growing company with tons of growth opportunities