



## Job Description

**Job Title:** Experience Coordinator

**Reports To:** Operations Manager

**Description:** The goal of the Experience Coordinator is to imprint a memorable impression onto potential members, existing members and visitors of both Serendipity Labs and our members, whether that impression be over the telephone, or face to face. A smart, professional appearance and friendly, courteous demeanor is an essential ingredient in being successful in this role.

### 5 Key Responsibilities:

1. Create a memorable first impression for all callers, members and visitors, each and every time.
2. Responsible for the appearance of the concierge area, meeting rooms, Café and common areas throughout the lab.
3. Make eye contact (with a smile!), greet members when they arrive, and wish them a good day/evening when they leave.
4. Responsible for developing content across the following social media channels: FaceBook, Twitter, and Instagram.

### Essential Duties & Responsibilities:

- Greet visitors for both SL and on behalf of members in a professional and friendly manner following the SL manual standards
- Gain a clear understanding of the lab's member base to ensure the best possible handling of requests, visitors and service requirements
- Answer all incoming calls in a professional and efficient manner. Have a good understanding of telephone answering software
- Maintain in SL-approved formats, an accurate and up-to-date log of all member account codes, telephone numbers and other important information
- Update and maintain accurate itineraries on members
- Assist members with amenities of the lab and area by recommending hotels, restaurants, taxi/limo, courier services, etc. as necessary
- Open and close Concierge desk daily; secure all drawers, follow SL opening/closing procedures and store valuables at the end of the day
- Handle all solicitors professionally.



- Keep concierge area, meeting rooms and Café and common areas orderly at all times with attention to necessary items such as drinking glasses, coffee, etc.
- Attend to member and guest needs by answering questions and providing information
- Sign for deliveries and alert members in a timely fashion of their delivery. Receive members signature upon delivery
- Receive daily incoming mail and distribute into member mailboxes
- Purchase and/or accurately reconcile stamps.com, copier, fax, phone use, administrative support, meeting room usage, FedEx usage, log accordingly on a daily basis
- Book couriers and FedEx/DHL/UPS on behalf of members and SL
- Prepare/Schedule member and SL meeting rooms and equipment needs
- Receive and set-up catering assignments
- Ensure that all revenue for café items is captured by utilizing the POS in MOSO.
- Coordinate with housekeeping company staff to assist with lab issues where necessary
- Be knowledgeable of all other lab locations, Corporate team, and SL services
- Create marketing packets when required
- Ensure that the lab is stocked with paper and office/copier supplies.
- Order office supplies, Federal Express and Stamps.com supplies
- Assist GM & CM when needed, i.e. miscellaneous tasks, etc. Daily postings across all platforms.
- Manages an up-to-date content calendar.
- Create FaceBook public events
- Add public event postings to your content calendar before the event date.
- Post events on local business organizations FaceBook pages.
- Boost FaceBook Ads and Twitter Ads.

**Other Duties (performed as needed and/or required):**

- Explain telephone features and voice mail programming to members as necessary
- Perform basic phone troubleshooting as required
- Assist with coffee and office supply inventories
- Assist with outgoing mail, including sorting, forwarding, packaging and proper postage
- Assist with the overall cleanliness and maintenance of the lab, including spot cleaning
- Assist with lab security, including locking/unlocking doors and Airtight.
- Prepare and configure enclaves for new members, including welcome packets
- Serve as backup to other similar positions at other Serendipity Lab locations. May provide backup assistance to other labs as needed or required.

**Essential Knowledge, Skills & Abilities:**

- Demonstrate a positive, pleasant and professional demeanor
- Demonstrate exceptional communication skills
- Demonstrate strong organizational skills, ability to prioritize workload and work efficiently with minimal supervision
- Ability to operate office equipment and technology such as computers, printers, scanner & support software, telephones, facsimile machines, postage scales and copier
- Possesses exceptional customer service skills
- Effectively manages company specific software programs
- Knowledge of Microsoft Office suite, including Word, Excel and Outlook
- Knowledge of social media marketing current best practices.
- Experience planning social media programs.
- Planning, managing and executing social media initiatives.

**Mental Requirements:** Reasoning, remembering, mathematics, appropriate language ability

**Physical Requirements:**

- Ability to handle interruptions to work flow
- Ability to receive written or oral instructions
- Ability to work with a variety of individuals
- Ability to listen and respond clearly
- Hearing – Ability to receive detailed information through written, oral and telephone communication
- Talking – Clearly expresses ideas by means of spoken word
- Repetitive Motions – Substantial movements of wrists, hands and fingers.
- Vision – Ability to see and read
- Crouching, kneeling, standing, climbing, stooping, walking, pushing, pulling and lifting
- Ability to handle small tools such as a drill, hammer, screwdriver, etc.

**Education and Experience Required:**

- Ability to understand procedures and instructions specific to the area of assignment as would be required during four years of high school.
- High School Diploma or equivalent
- Minimum 6 months experience in an office environment in a similar position



A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the team member occupying this position. Team members will be required to follow any other job-related instructions and to perform any other job-related duties requested by their team leader.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.



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