

At Serendipity Labs we have prided 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 next 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 will enjoy interacting with every day. This is the perfect role for anyone aspiring to or have run their own business unit and those who can combine a love for hospitality and managing a team with the challenge of achieving revenue and business goals.

Your Future Role: General Manager – Full Time

As a General Manager, you will own the day to day running of one of our locations. You have the important role of blending sales and operational daily tasks to operate a lab, maintain full occupancy, achieve budgeted revenue targets, and deliver our high standard customer service. You will use your engaging personality, love for delivering great hospitality and consultative selling skills while working in the local community, building relationships, and fostering partnerships to generate demand and drive member growth. You will have overall responsibility for membership, event sales, and lab operations to achieve strong membership levels, profitability, and building rapport by providing a memorable experience for our members each day. This is the opportunity to own and run your own business unit powered by a strong brand and operating platform.

All this can be accomplished by:

1. Creating and executing on a demand generation plan for the lab and market.
1. Being a known member of the professional community with an established referral network.
2. Speaking with, meeting and touring prospects to sell office memberships and meetings and events.
3. Using value selling to close business at the best rate possible for the market.
4. Outreach and meetings with local businesses, meeting planners and commercial real estate brokers.
5. Managing your activities and pipeline through Salesforce.
6. Motivating, managing, and developing a customer service focused team.
7. Setting a high bar for member hospitality within the lab and managing retention efforts.
8. Managing the business to a P&L and evaluating performance through reports and regular business reviews.
9. Running an efficient and effective billing and collections process.
10. Developing an engaged lab community through hosted events, classes, outings, speakers, and seminars.
11. Having excellent knowledge of your local market, your lab, our network, pricing, and services offered.
12. Promoting brand awareness and maintaining brand standards.

Essential Knowledge, Skills, and Abilities:

- Minimum 5 years of demonstrated success within luxury membership or hospitality sales.
- A passion for hospitality with a high standard for customer service.
- The ability to build your own demand pipeline through research, outreach and local marketing activities using social media, emails, and outbound sales calls.
- Thrive within a dynamic, fast paced environment and handle competing priorities with flexibility.
- Proficiency working within a CRM and documenting consistently ongoing activities.
- Evidence of strong operational management and leadership skills.

- The ability to work independently but function as part of a wider regional and national team.
- Bachelor's Degree level or higher preferred.

What we offer you:

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

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.

Signature

Date