

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 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: Workplace Solutions Coordinator**

As our Workplace Solutions Coordinator you are the very first person to represent the brand to a potential prospect. Through our sales process, all inbound leads generated by our marketing and brand awareness will be funneled to you to deliver a flawless initial impression. You will own getting in front of as many prospects as possible. You will help book tours, answer questions, route leads to other members of the team, and in some cases close business over the phone too.

Whether its over the phone, through email, webchat, or even text messages, you are driven to deliver the very best initial experience possible. Speed of response is key but so is the quality and the result. We want everyone to feel that they got in touch with the right people to help them with their needs and comfortable in their decision to ask for our involvement in their search.

You are at the very top of the funnel, your day-to-day impact on our business will be felt far and wide as you own that initial experience and the job of moving prospects quickly through the process and onto the next logical step. You are part of a wider sales team who pick up at various stages of the process, but you are up first! The Serendipity Labs experience starts with you.

### **All this can be accomplished by:**

1. Quickly answering all inbound leads across channels – email, phone, chat, text, etc.
2. Converting leads to opportunities by qualifying requirements and gathering more information from the prospect
3. Routing inbound leads to the appropriate contacts within the organization
4. Scheduling tours for prospects to go in and see one of our facilities across the country
5. Booking day passes, day offices, and meeting rooms
6. Having an excellent knowledge of our network, products, pricing, services, and brand standards
7. Making outbound calls to potential prospects and working to convert them to a lead or qualified opportunity
8. Scheduling appointments and meetings for sales team members or generating attendance through follow up calls to event invite lists

### **Essential Knowledge, Skills, and Abilities:**

- 2-3 years of call handling and/or inside sales experience
- A passion for delivering great customer service
- An engaging personality and a love for building relationships and delivering hospitality
- Proficiency working within a CRM system, preferably Salesforce
- Fast paced learning and the ability to think quickly on your feet
- The ability to maintain high quality work while juggling many tasks at once

- Excellent time management and decision-making skills
- The ability to work independently but function as part of a wider regional and national team
- The ability to follow sales scripts and processes
- Exceptional written and oral communication 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
- a start-up culture with an entrepreneurial spirit
- Work in a fast-growing company with unlimited growth opportunities