

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 Team Leader

Our Workplace Solutions Team is responsible for delivering the vital first steps of our sales process and initial brand experience for almost all of our prospects. As the leader of that team you drive output and the customer experience. . This is a role that requires a fanatical attention to detail and desire to make ongoing improvements to the process and delivery. This team needs to be lead, motivated, and managed on an hourly basis using personal experience and metrics. You will create and lead a group motivated to drive as much new business opportunity into our locations as possible while impressing those prospects with the ease and manner through which you get the job done. We pride ourselves on delivering a very hospitable experience and it starts with your team.

All this can be accomplished by:

- Supervising the team hour to hour, day to day, and week to week
- Closely tracking daily activities of all team members
- Listening to calls and providing side by side coaching for team members
- Using daily/weekly/monthly/reporting suite to manage the team
- Coordinating, scheduling weekly shifts and coverage calendar
- Ensuring that team are compliant with all CRM/Salesforce standards
- Escalating leads when appropriate to team members across the organization
- Updating/editing call scripts and email templates
- Providing guidance and acting as a liaison for the field sales organization
- Being willing and able to step into cover team members when they are out
- Evaluating and being involved in the creation and deployment of process and system improvements
- Reporting team performance to a wider group of senior leaders
- Being able to interpret data and information to make sound business decisions or recommendations

Essential Knowledge, Skills, and Abilities:

- 3+ years of leading an inside sales team
- Personal experience of working in an inside sales team
- A passion for delivering great customer service
- A high energy individual capable of engaging a small team and motivating them to succeed
- Knowledge of call center type process and systems
- A strong understanding of CRM systems, preferably Salesforce
- An interest in coaching and developing individuals to continually improve
- Ability to maintain high quality work while juggling many projects at once; ability to prioritize in a quickly changing environment

- Excellent time management and decision-making skills
- Outstanding communication skills – on paper, with decks, online, and in person
- Strong interpersonal, leadership, and project management skills
- An attitude that to task is too small

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