

## Concierge Position Description (Parliament Station) Updated June 2018

<b>Position:</b>	Concierge (Parliament Station)
<b>Organisation:</b>	Hub Australia Pty Ltd
<b>Reports into:</b>	Hub Australia, Clubhouse Manager (Parliament Station)
<b>Start date:</b>	July 2019
<b>Probationary period:</b>	6 months from original start date
<b>Location:</b>	Parliament Station (Melbourne)
<b>Employment type:</b>	Permanent full-time
<b>Ordinary hours of work:</b>	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
<b>Salary:</b>	To be discussed at interview stages.
<b>Phone allowance:</b>	\$100.00 per month
<b>Leave entitlements:</b>	As per leave policy.

### Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 2500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B-Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

## **The purpose of the role:**

Our concierge is our first and most important face of our organisation. From welcoming guests to responding to concerns, our concierge connects our members with our services. As Concierge, you will have exposure to all areas of our welcome area. Your responsibilities will include welcoming our members on arrival, coordinate member guests and farewelling guests at checkout; providing outstanding service by ensuring all requests are accurately actioned with prompt follow-through.

## **Areas of responsibility:**

### *Manage the welcome area*

- Being the face of our organisation, welcoming guests on arrival
- Coordinating our arrival process; corresponding with our members on guest arrival and offering refreshments
- Follow check-in and check-out procedure for guests of members
- Managing arrivals from our local and interstate clubhouses, providing them with access fob and internet access
- Management of the return of all day passes by the end of each day, following up with guests/members in the space when necessary
- Ensuring the welcome area and welcome desk is a clean, presentable, free of clutter and friendly environment
- Ordering weekly flowers and magazine subscriptions for welcome area
- Managing and ordering host cupboard stationary and supplies

### *Member Administration*

- Managing a busy clubhouse email inbox, ensuring a timely, helpful and thoughtful response
- Assisting members with queries they may have, connecting them with the appropriate person
- Assist members to resolve issues, process incidents as they arise and other issues of complexity
- Manage our member mail including post and couriers; filing and contacting members when mail arrives
- Coordinate any courier pick-ups arranged by our team or our members
- Handling member administration to include (but not limited to):
- Meeting room booking and troubleshooting
- Media room bookings
- Coordinating trial days (walk-ins)
- Lost and found

- Local and Interstate visitor coordination
- Assisting the New Member Lead and Clubhouse Manager with local clubhouse leads
- Support the company in its ongoing B-Corp certification
- Living and breathing our values: Collaboration, Accountability, Adaptability, Resourceful, Beyond Profit.

### **Important Metrics:**

- Hub Health Index (otherwise known as a Net Promoter Score)
- Ensuring general email enquiries are responded to promptly or redirected appropriately.

### **What you'll be rewarded with:**

- Being a key member of an energetic, dynamic and fun national team who stands for more than their bottom line
- Being part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world
- Having access to a personalised training and professional development program to grow your skills and career
- Being supported to make social and environmental impact with paid volunteer leave each year
- An invitation to our biannual company-wide conference, where you will meet all your teammates from across the country and have a lot of fun!

All this while working in one of Australia's most beautiful workspaces!

To apply, please send a copy of your resume and cover letter to [hello@hubaustralia.com](mailto:hello@hubaustralia.com) with **Concierge (Parliament Station)** in the headline. We look forward to hearing from you.