

**CobbWorks, Inc.**  
**Job Description**

<b>Job Title:</b>	<b>Membership &amp; Workforce Solutions Coordinator</b>
<b>Reports To:</b>	Special Projects Coordinator
<b>FLSA Status:</b>	Exempt
<b>Salary:</b>	\$40,000 base salary with uncapped commission
<b>Average Earning Potential:</b>	\$60,000-\$80,000

The **Membership Coordinator** is an integral part of the **Business Services Team**, working closely to support meeting business needs while **driving the growth and success of the co-working space** by managing **membership sales, leasing, and daily operations**. This includes engaging with prospective and current members, promoting the co-working space, and fostering a **seamless, dynamic, and collaborative community experience the meets the needs of small businesses and entrepreneurs**.

### **Essential Duties and Responsibilities**

- 1. Assists with the development and implementation of a demand driven business solutions system authorized by WIOA and other workforce development resources.**
  - Provides proactive outreach to local employers to develop relationships that result in understanding needs and assisting employers in finding and retaining qualified candidates for high wage, high demand or high skill positions;
  - Provide referrals to business services team to support work-based training opportunities, including on-the-job training, youth paid work-experiences, internships, incumbent worker training, customized training and apprenticeships;
  - Works closely with local economic development and education partners to serve as a business specialist for regional industry sector initiatives by providing labor market information, conducting business-building sessions, and linking businesses with skilled personnel trained in areas that are critical to keeping businesses competitive;
  
- 2. Membership Sales & Leasing**
  - Develop and execute strategies to attract and retain members, including entrepreneurs, small businesses, and remote professionals.
  - Conduct tours of the co-working space, highlighting amenities and benefits to prospective members.
  - Manage the membership onboarding process, ensuring a smooth and welcoming transition for new members.
  - Track and manage membership inquiries, lease agreements, and renewals.
  - Maintain accurate membership records and databases.
  - Collaborate with marketing teams to implement campaigns and outreach efforts to drive membership growth.

**3. Develops collaborative relationships in the community and manages special projects as assigned.**

- Identifies and cultivates strategic collaborative alliances with economic development agencies, chambers of commerce, business associations, organized labor and trade organizations to assess service needs and opportunities;
- Participate as needed in on and off-site job fairs, career day events, workshops, seminars and other employment related activities;
- Supports regional and inter-agency workforce development strategies including sector strategies;
- Professionally represents the organization at community meetings and other forums;

**4. Co-Working Space Coordination & Operations**

- Serve as the primary point of contact for members, addressing inquiries and resolving concerns promptly.
- Ensure the space is well-maintained, stocked with supplies, and set up for daily operations.
- Work with team to manage meeting room reservations and ensure proper setup for events and workshops.
- Develop and implement community-building initiatives, including networking events, workshops, and member engagement activities.

**5. Supports the development of policies to provide more effective/efficient service delivery and achievement of program objectives.**

- Implements policies and procedures to ensure delivery of quality customer service and performance metric success in accordance with state and federal laws and regulations;
- Works with leadership to modify service delivery strategies and/or staffing in response to changing business and/or regulatory environments.

**6. Executes administrative aspects of program services.**

- Inputs and maintains timely database/computer updates of employer contacts, job leads, and related information to improve department productivity, and business partnerships for reporting purposes.
- Conducts contract management and monitoring activities in accordance with all local, state, and federal laws and regulations to and align with best practices;
- Arranges and ensures delivery of adequate technical assistance to business clients, service providers and partners regarding program design, eligibility, and reporting;
- Identifies corrective action as needed to achieve administrative compliance in program

activities;

### **Additional Requirements**

#### **Education/Experience**

Bachelor's degree from an accredited four-year college or university OR equivalent combination of education and experience required. Minimum of 2 years marketing, sales, or leasing experience experience highly preferred.

#### **Interpersonal Skills**

Strong interpersonal and communication skills, with the ability to engage with diverse professionals. Self-motivated, goal-oriented, and able to work independently and as part of a team. Excellent organizational and problem-solving abilities.

#### **Language Ability**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, laws and/or governmental regulations. Ability to produce well-written reports, business correspondence using consistently correct grammar and accurate use of the English language. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### **Computer Skills**

To perform this job successfully, an individual should have strong computer skills. Must have aptitude and ability to learn proprietary customer/client tracking software.

#### **Working Conditions**

Flexible work hours are required. Some evenings and weekends. Access to a personal vehicle is required. Valid driver's license and proof of automobile insurance.

#### **Physical Demands**

While performing the duties of this job, the employee is regularly required to stand, walk and sit. The employee must regularly use hands to finger, handle or feel and reach with hands and arms. The employee is frequently required to speak or listen. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

**This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform other related duties as may be required by their supervisor/manager. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.**