



**Palazzo Creative Workspace
is looking for a Coworking Manager**
Full time - Starting immediately

Important note: we have changed the job title from Community & Office Manager to Coworking Manager to better reflect this position's responsibilities.

WHO WE ARE:

Palazzo Creative Workspace has been open since April 2019. We are a beautiful coworking space in St-Gilles dedicated to creative professionals. We provide flexible memberships and studio spaces for artistic creation, a coworking service, cultural events and have a friendly community of +50 members. Based in an old garage turned into a giant atelier with a glass roof and lots of plants, Palazzo's work environment is a particularly inspiring place to work and meet great people.

OFFER:

- Contract: CDD or CDI
- Schedule: Full time
- A salary adapted to your knowledge and experience + fringe benefits
- A unique opportunity to take ownership of an exciting project & work with the founder

WHAT WE'RE LOOKING FOR:

In this position you'll embody the heart and soul of Palazzo by having full ownership of the day-to-day operations, managing our vibrant, creative community and developing our business. This job is a great fit for someone who is a passionate people-person, ambitious to pilot a small structure and unafraid of responsibilities. The perfect candidate will thrive at managing Palazzo autonomously and has the ambition to remain for a long-term management position.

KEY RESPONSIBILITIES:

Community:

- Onboard new members: receive applications, give tours, onboard and welcome
- Input and maintain accurate data across all platforms: billing & customer database (Office RnD)
- Manage the community: create a sense of community among members (organise gatherings, seasonal parties or member events to bring community together). Unleash your creativity!
- Assist members and visitors in a friendly, patient and professional manner
- Identify pain points and continue the improvement of our services
- Follow up on a frequent basis with prospective members
- Manage operational tasks: phone and email enquiries, agenda, processes, filing documents
- Maintain Palazzo's identity and image through digital content (newletters, socials)

Space:

- Maintain a warm and welcoming work environment
- Presence, maintenance and control of the space
- Inventory management: verify Palazzo has what it needs to run smoothly (printer paper, kitchen consumables, cleaning products...)
- Resolve issues in collaboration with suppliers and providers: IT, maintenance, housekeeping...

Business Development:

- Translate business goals set by management to clear objectives
- Devise and execute strategies to generate leads
- Maintain high occupancy and low turnover rates
- Create long lasting partnerships with clients, suppliers and collaborators
- Willingly take on duties as assigned as Palazzo evolves over time

ABOUT YOU:

- You live in Brussels
- You have 3 years of professional experience in a similar position
- You speak fluently at least two of the following languages: English, French, Dutch
- You are excited about having responsibilities and the opportunity to grow
- you are keen to work both collaboratively with the founder and autonomously as a motivated self-starter
- You have experience in sales, hospitality, customer service, or business operations
- You have experience or are strongly interested in the Arts
- You have exceptional organizational and multitasking skills
- You are sociable, people-oriented and approachable
- You are enthusiastic, proactive and motivated
- You have strong problem solving and follow up skills
- You are a go-getter, result driven and eager to reach your goals
- You are reliable
- You have strong written and verbal communication skills, and you are a good listener
- You are able to work with and manage punctual staff



HOW TO APPLY:

Send your motivated application (letter with detailed CV) to : **hello@p-a-l-a-z-z-o.com**
Only applications sent by email to this address will be considered.

Palazzo values diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender; sexual orientation, marital status or disability status.