Career Posting – Lodgic Workplace Manager, Louisville

Lodgic Everyday Community is searching for a Workplace Manager to take responsibility for successful leadership of the coworking line of business in the Louisville, KY, location of Lodgic Everyday Community, opening in Winter 2020.

Lodgic Everyday Community

Lodgic Holdings Inc., dba Lodgic Everyday Community, is a wholly owned subsidiary of Moose International, one of the world's largest and oldest fraternal orders.

Over the next few years, 50% of America's workforce will be self-employed, freelance, or remote working in some capacity. The traditional work-life balance has changed; work and home are no longer separate, and managing responsibilities to both has become a juggling act.

Lodgic Everyday Community was conceived in response to this dramatic change in the national workforce and changes to the lives of modern families. Lodgic Everyday Community:

- is the nation's first-ever destination uniting flexible coworking and offices, state-licensed drop-in childcare, meeting and event spaces, and all-day food & beverage under one roof;

- is designed to support and empower modern working families, entrepreneurs, mobile professionals, and whole communities to thrive in their aspirations; and

- delivers an uplifting, service-oriented, collaborative, hospitality-forward experience that serves the modern worker's need for flexibility and support in key areas of life and at all times of day.

At Lodgic Louisville, users are welcome to plug in when they what, how they want, leveraging just one service area or all:

- Lodgic Workplace is membership-based, designed to serve a variety of coworking needs for solopreneurs, small businesses, remote workers, or anyone who wants a creative, energizing, design-driven, hospitality-forward

professional environment where they can enhance their productivity, enrich their professional network, and enjoy professional support and hosting services not otherwise available to today's on-demand workers and small businesses.

- Lodgic Kids Camp is enrollment-based drop-in childcare for children 12 months to 12 years, open to any parent who wants the best of both worlds: a high-quality, fully licensed, play-based learning environment and the flexibility of only paying for the care they use, with extended hours on nights and weekends, plus hourly and weekly package pricing available.

- Everyday Kitchen is a full-service, polished casual restaurant optimized to compete effectively in the overall Louisville dining market with a modern American comfort food menu centered on the restaurant's showpiece open-flame spitfire grill, plus creative takes on classic cocktails. An adjacent daytime casual cafe, Clever Moose Market Cafe, also provides an elevated coffee, juice, and smoothie bar plus a wholesome menu of fresh-made pastries, salads, sandwiches, and all-day breakfast prepared in the restaurant's scratch kitchen.

- Lodgic Events provides gathering spaces to host meetings, presentations, parties, and memorable catering or cocktail events.

Lodgic Everyday Community is designed as a scalable multi-unit brand poised for national growth. The first location opened in Champaign, IL, in 2018, followed by the second location in Madison, WI. Louisville, KY is our third Lodgic opening in Winter 2020.

For more information, visit lodgic.org.

Lodgic Workplace Manager, Louisville

The Workplace Manager role will take overall responsibility for ensuring the successful community building, member experience, and operational and financial performance of Lodgic Workplace according to the company's purpose, values, brand standards, and key performance indicators.

Reporting directly to the on-site Managing Director and working cooperatively with other departments, the Workplace Manager is focused on hospitality-forward community building and curation, member/guest experience creation, and education

and social programming and events curation for current and potential Lodgic community members.

The role is also responsible for Workplace:

- amenities, services, and facilities management to maximize the total member experience;
- financial performance of the coworking operation to maximize contribution to Lodgic Louisville.
- local sales and marketing efforts for Lodgic Workplace to build the business appropriately, working with the marketing and sales teams as well as other departmental managers, and community partners as appropriate; and
- the seamless coordination of services between Lodgic Workplace, Clever Moose, Everyday Kitchen, Lodgic Kids Camp, and Lodgic Events.

Core Job Responsibilities

- Create and lead a thriving and sustainable coworking community in Louisville.
- Ensure that the Workplace membership experience is curated to Lodgic's high brand standards, cultivates a strong sense of community culture, and operates smoothly in a clean and well-maintained facility.
- Create and lead the execution of a consistent and seamless hospitality, business support, and technical experience for members and guests.
- Develop and manage a consistent and engaging programming calendar of social, learning, and networking events for the coworking community that attracts new members and increases the value of membership for existing members.
- Lead the local sales and marketing efforts, and customer relationship management (current and potential) for Lodgic Workplace to drive and sustain memberships, office occupancy, and financial growth for the business line.
- Be the voice of Lodgic Workplace in the community, inside and outside the Lodgic walls, speaking with authority about coworking overall and the

business specifically, and their impact on members and the local culture and economy to drive engagement and growth.

- Partner with other Workplace Managers and the corporate team to enhance and grow the experience and performance of Lodgic Workplace overall.

Duties

- Oversee and own revenue generation, cost management, and the profit-and-loss statement for Lodgic Workplace, including budget preparation, communication, variance analysis, and control. Work with the Managing Director to develop achievable revenue goals that support the overall Lodgic business objectives, as well as to drive revenues and align costs with revenues on a monthly basis, making adjustments as needed.

- Oversee Workplace operations to ensure an excellent customer experience that is consistent with corporate direction, brand and quality standards, brand-wide policies and standard operating procedures, and operational and financial performance expectations.

- As required, draft new policies and standard operating procedures in alignment with brand goals, purpose, values, and standards when needed to improve the customer experience.

- Manage all aspects of engagement with potential members to drive sales. Develop and close sales prospects. Continually seek opportunities to upsell and increase member engagement, monitoring key drivers of financial success and customer satisfaction.

- Manage the onboarding of new members — including administrative, operational, and community set-up components — as well as all aspects of existing member relationships.

- Develop and execute member development plans to bring in new members and cultivate existing members to remain and grow within the community.

- Oversee facility condition throughout Workplace area — cleanliness, tidiness, stocking, and maintenance — to optimize the member and guest experience.

- Hire and train staff to ensure a consistently excellent member and guest experience. Schedule human resources in accordance with revenues.

- Manage and oversee compliance of corporate policy with respect to Nexudus, Hubspot, and line-of-business website and social media accounts.

- Master the technology supporting Workplace, the gather rooms, and the event space, with continuing education on technology progress. Includes visual signage, audio equipment, video conferencing equipment, and network/firewall equipment.

- Work with the Managing Director and other department managers to develop and seamlessly deliver crossline products and services that enhance the member experience and drive revenue.

- Collaborate with other Workplace Managers and department managers and the corporate team on a regular and ongoing basis to share knowledge, ideas, and information to redefine or refine the delivery of brand-wide services and programs.

Qualifications

- B.A. / B.S. college degree.

- Minimum 3 years of guest-facing, hospitality, or other relevant service-related management experience, ideally in a coworking, start-up, or multi-unit business environment.

- Understanding of successful profit-and-loss management.

- Demonstrable ability in sales, marketing, and customer relationship management.

- Excellent verbal and written communications skills.

- Knowledgeable with technology systems, and advanced MS Office skills.

- Ability to work effectively in collaboration with others.

Compensation & Benefits

- Competitive salary, paid vacation, personal time, and holidays.

- Basic life/AD&D, short-term and long-term disability, and employee assistance program; optional Blue Cross Blue Shield medical (PPO), dental, vision, voluntary life, critical illness, and accident insurance.

- 401(k) retirement savings plan through Voya (safe harbor and company match after one year).

- 50% off shift meal, plus 25% off all non-shift food-and-beverage purchases (up to three guests).

- One complimentary Lodgic Workplace membership

- Lowest published package hourly rate and free enrollment at Lodgic Kids Camp.

Other Responsibilities

This job description excludes non-essential and marginal functions of the position that are incidental to the performance of the fundamental job duties. Furthermore, the specific examples in each section are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the Lodgic Louisville Managing Director.

To Apply

Please submit your qualifications and a cover letter to **careers.louisville@lodgic.org**.