



## Community & Hospitality Leader

We believe that great people build great businesses. We're looking for someone who can step into an immediate role as Community & Hospitality Leader across our network of locations - Launch Southside, Launch Exchange, and Launch Downtown (Summer 2024). If you have a passion for personalized community engagement, hospitality, and believe you can help create a daily one-of-a-kind workplace experience at Launch then we'd love to hear from you.

### About

Launch is a coworking, meeting and event space where entrepreneurs, small businesses, freelancers, innovators and small teams work, meet, connect and collaborate. It's a place where people can grow their idea, business or passion project through community, collaboration and collective wisdom.

### Fit

Launch will be a fit for you if you're:

- happy
- helpful
- curious
- proactive
- accountable
- intuitive
- autonomous
- flexible
- friendly

**Role Summary** Our Community & Hospitality Leader is the person who is responsible for the daily member engagement and operational experience of our locations. They drive and implement a strategy with activities that engage our members, sponsors, suppliers, and community partners. You will become the leader and heart of our community at Launch. Which means your day-to-day energy and action are key toward making our location a destination for building and growing connection, community, and businesses.

### Core Responsibilities

As the Community & Hospitality Leader you will be central in the planning and execution of all the day-to-day operations of our locations. The specific responsibilities for this role will include:

#### 1. Lead Member Engagement, Service & Hospitality:

- Work with the CEO and the team to create an ideal workplace experience strategy that will distinguish our experience and value from our competitors (the home office, corporate HQ, hotel, industry peers).
- Execute all of the daily tasks that connect, serve, and create a wonderful workplace experience. This will include site tours, daily member engagement and connection, light cleaning, problem solving, and anything that our members and guests request (within reason).

#### 2. Lead Events (Launch Led & Third Party Paid):

- Work with the team to create a quarterly (short term) and annual (longer term) events schedule that will drive awareness, community, new members and partners for Launch.

#### 3. Assist with Sales

#### 4. Assist with Marketing



**The values and experience we're looking for:**

- Your Experience in hospitality is a requirement
- Your Experience in event planning and execution is a bonus
- Your Experience in sales and marketing is a bonus
- You're reliable punctual, professional, thorough, and entrepreneurial
- You're quick learning self-starter that thrives working in a fast paced environment
- You're adaptable, innovative, you own your mistakes and you move on.

**Salary, benefits & Perks** We are looking for a Community & Hospitality Leader (part-time or full time) ) to cover our network of locations (Southside, Exchange, and Downtown). The expectation is a typical work week Monday to Friday where your working hrs will generally be 8:30 am to 4:30 pm.

Given the nature of the responsibilities of this role this is an on-site role where the opportunity to work remotely will be rarely if ever.

Remuneration will be commensurate with qualification and experience.

At this moment in time there are no health benefits but we have a super fun working environment with a dynamic community of members from all walks of life which will be great for your overall health. You'll have as much coffee as you can drink, and have access to beer and wine in moderation.

Application: how to apply

If the Experience & Community Leader is something you believe you could excel at, we invite you to apply at <http://launchcoworking.ca/join-our-team/>

That covers it for now. We look forward to hearing from you and we will only be in contact with candidates that we would like to take next steps with.