DEPARTMENT
Innovation

SUPERVISOR
Director of Entrepreneur Programs and Concierge Lead

SUMMARY OF POSITION
This position is responsible for providing exceptional service to all guests that enter our ignite sparked by BBB San Diego Campus. The Concierge Assistant will work with the Community Concierge and Innovation Team to make sure no detail is left unnoticed during ignite sparked by BBB experience. Ideal candidates should be very organized, proactive, adaptive to fast paced environments, possess outstanding customer service skills, and have flexible availability to work evenings and weekends. An interest in business and entrepreneurship and/or small business is also a plus! The Concierge Assistant will play a key role in growing our operations in San Diego.

DUTIES/RESPONSIBILITIES
- Work for and with SD Community Concierge to create a unique and seamless hospitality experience at ignite sparked by BBB.
- Greet ignite sparked by BBB guests and provide outstanding customer service throughout the duration of meetings/events; offer tours of the facility and explain benefits of accreditation and ignite coworking memberships.
- Maintaining high standards of sanitary cleanliness with keen attention to detail for all meeting rooms, kitchen, and other co-working spaces.
- Email upcoming events and send contracts/agreements as needed.
- Respect all the established Standard Operating Procedures.
- Accepting packages, catering deliveries, and sorting mail.
- Work closely with MarComm teams to ensure proper signage and graphics are visible for all meetings and events including physical signs and video boards. Coordinate and update promotional materials.
- Host out of hours events, preset according to guests’ needs and reset after the event.
- Clean up and reset all furniture in conference rooms; prepare for upcoming meetings and events.
- Stock supplies in conference rooms and assist with inventory of all supplies within ignite including snack cart & storage room.
- Assist with audio and visual (A/V) needs for meetings; assist with other IT needs.
- Track meeting attendees upon check in and obtain payments as necessary.
- Assist Community Concierge with reservation inquiries and requests.
- Assist Community Concierge with creation of monthly reports on conference room usage and trends.
● Be responsible for daily closing operations within ignite including resetting for the next day and arming the building.
● Special projects and other duties as assigned by the Vice President, Director and/or Team Lead
● Work as needed on innovation events and special projects.

QUALIFICATIONS

Job Requirements: Excellent oral and written communication skills; Bilingual a plus; Time and project management; Self-motivation; Attention to detail; Team player; Problem solving skills; Retail and/or Hospitality experience; Sound judgment; Organizational skills; Professionalism; Ethics; Entrepreneurial mindset; Superb customer service skills; Passion for helping people and finding solutions; Ability to work evenings and occasional weekends.

PHYSICAL DEMANDS

Must be able to lift at least 35 lbs. Must be able to climb stairs without impediment. Must be able to assist persons with physical disabilities when required.

INTERESTED APPLICANTS

If interested in this part time position please submit your resume and cover letter to peopleandculture@bbbc localsity.org