



312 Main Community Co-op: Project Overview

Our Mission and Vision

312 Main is a Global Centre for Social and Economic Innovation; a community hub for those who seek meaningful connection and social impact. With a ground floor gathering place and a growing coworking community, we are cultivating collaboration between individuals and organizations. Collectively we will break down barriers, empowering our members and residents of the DTES neighbourhood to thrive.

We are building an accessible, welcoming and nourishing home for a dynamic community of advocates, activists, inventors, entrepreneurs, artists and organizations. A cooperative culture is emerging from the diversity of members, interests, exhibitions, learning opportunities and cultural events. Our members value collaboration over competition and we are working toward ambitious and measurable social and economic impact.

312 Main Core Values:

Dynamic and Inclusive Community Space

Members and visitors are inspired to deepen, explore and build new systems that are equitable and just. The ground floor café, events and exhibitions are designed to be accessible to all.

Diversity Our Strength

312 Main is home to people across ages, abilities, lived experiences, identities, languages and cultures, traditional and self-taught educations. We encourage a mix of new and established organizations, and we invite both individuals and larger teams to collaborate.

The path to achieving our vision requires us to create a space that enables:

Systemic change

Opportunities for growth

Achievement

Community impact

Reconciliation

An entrepreneurial ecosystem

Collaboration and sharing

Democratic engagement

This project also subscribes to the internationally recognized Core Values of Coworking:

Community – community building, organizing, animation, engagement and impact

Collaboration – collaboration over competition, working together to achieve great things

Openness – sharing best practices, sharing personal experiences, welcoming others

Accessibility – physical and financial accessibility for all members

Sustainability – environmental and financial sustainability



312 Main Community Co-op: Job Posting

Position: Community Manager – Main Floor

Compensation: Full-time contract, \$45-\$55k annually, based on experience

The Main Floor Community Manager (CM) will work with the Director of Culture (DOC) the Director of Community Engagement (DCE) and the Director of Programming (DOP) to build trust and an inclusive environment for members and visitors to gather, collaborate, learn and grow together on the main floor at 312 Main. The CM will manage the main floor facilities and will supervise the main floor guests and the main floor Hospitality Team comprised of staff and volunteers. The Hospitality Team will have direct influence on social connection, community impact, inclusive practice, and the sense of belonging for members and guests. The main floor CM will collaborate with CM's from other floors to integrate best practices and to encourage and facilitate the interaction between members of all floors.

Skills and Experience

- Knowledge of local community groups, residents and service providers
- Connection to the local community and DTES neighbourhood
- Personal and/or professional experience working with the cultures and communities of the DTES and/or with diverse and vulnerable people
- Strong interpersonal skills and with an ability to engage members and visitors
- Trauma-informed care and professionalism while engaging with visitors, members, staff and volunteers
- Experience supervising teams of staff and volunteers
- Understanding and practice of de-escalation and conflict resolution
- Personable and calm approach to crisis management
- Positive, professional attitude – inspiring and empowering others
- Ability to connect ideas and opportunities
- Good at making connections and introductions between people
- Works well in a fast-paced, changing environment
- Strong problem-solving skills
- Experience in hospitality and customer service
- Strong verbal communication skills
- Comfortable with basic computer operations, AV equipment
- Experience with MS Office, Email
- Comfortable leading a team
- Understanding of anti-oppression, decolonization, and reconciliation frameworks and practice (and a desire to continue learning)

Responsibilities

- Manage the ground floor community space, and the Hospitality Team (HT)
- Train, mentor, motivate and supervise HT employees and volunteers
- Direct HT to maintain general safety, cleanliness and visual standard of space
- Ensure equipment and supplies are stocked and in working order
- Conduct general tours and make introductions
- Work in partnership with the ED, DOC, Director of Community Engagement (DCE) and the Director of Programming (DOP) to design and implement best practices
- Work with DOC and DCE to build and maintain relationships with tenants and members throughout the building
- Work with Technical Support and Facilities Management Teams as required
- Work with Nurse Practitioner and Main Floor Security Team as required
- Identify opportunities to enhance visitor and event guest experience
- Identify opportunities to provide skills training and low-barrier employment
- Survey guests and visitors regularly to inform programming and support services
- Address all feedback, questions and complaints
- Resolve member related issues as they arise
- Make referrals to member and community resources and service providers
- Assist DOC and DCE to report on community engagement and impact
- Encourage members and visitors to participate in 312 Main events
- Contribute to content for social media platforms, featuring members and events

Additional Assets (Not required)

- Knowledge of local independent businesses, entrepreneurs, coworking locations, and service providers
- Familiar with collaborative workspaces, co-location and/or the coworking movement
- Experienced in communications and / or social media, content creation
- Graphic Design and/or Photoshop skills

The 312 Main Community Co-op embraces an inclusive work environment that is reflective of the communities it serves. We work proactively to be fair and equitable in practice. Diversity, accessibility and flexibility are upheld. We value and consider life experience as an integral qualification for employment. This means you – as you are.

Please submit your resume with cover letter in PDF format via email to info@312Main.ca before 5:00PM on April 13, 2018.

Candidates invited to participate in an interview will be notified by April 16, 2018.
Interviews will take place April 18 - 19, 2018.