



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: Coworking Community Manager – Second Floor

Compensation: Full-time contract, \$52-\$62k annually, based on experience

The Coworking Community Manager (CM) will work with the Executive Director (ED) and the Director of Culture (DOC) to build trust and a reputable environment for coworking members to gather, collaborate, learn and grow together on the 2nd Floor. The CM will manage the 2nd floor coworking facilities and will mentor and supervise the 2nd floor coworking members and the 2nd floor Community Animation Team (CAT) of staff and volunteers. The team will have direct influence on social connection, community impact, inclusive practice, and the sense of belonging for members on the 2nd floor. The 2nd 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

- Customer service and office management experience
- High level of care and professionalism while engaging with visitors, members, staff and volunteers
- Strong written and verbal communication skills
- Positive, professional attitude – inspiring and empowering others
- Good at making connections and introductions between people and networks
- Experience supervising and motivating teams of staff and volunteers
- Personable and calm approach to crisis management
- Ability to connect ideas and opportunities
- Works well in a fast-paced, changing office environment
- Master of multi-tasking
- Advanced problem-solving skills
- Experience in hospitality, sales and office administration
- Familiar with collaborative workspaces, co-location and/or the coworking movement
- Knowledge of the local entrepreneurship / coworking community
- Comfortable with computers, phone systems, printers, basic AV equipment
- Experienced with MS Office, Email, Accounting Software, CRM software, WordPress, Social Media (Twitter, Facebook, Instagram, Blogs)
- Comfortable working independently AND leading a team

Responsibilities

- Manage and supervise the 2nd Floor coworking facilities, members and guests
- Mentor and supervise the Community Animation Team
- Identify opportunities to enhance member experience
- Work in partnership with the ED, DOC, and other CMs to implement best practices
- Work with DOC to build and maintain relationships with all tenants and members
- Address member feedback, questions and complaints
- Resolve member and/or facilities related issues as they arise
- Work with Technical Support and Facilities Management Teams as required
- Train and supervise 2nd floor Community Animation Team (CAT) and volunteers
- Direct CAT to maintain general function, cleanliness and visual standard of space
- Ensure equipment and supplies are stocked and in working order
- Schedule and conduct tours for potential members
- Develop onboarding program and support services for new members
- Make member introductions and connections between organizations
- Draft internal communications that provide regular updates regarding news in the space, staffing, events, member achievements – mailing lists, member emails, community newspaper, community message board etc.
- Survey members quarterly to assist with program design and support services
- Assist the Director of Programming (DOP) with 2nd floor member events
- Create content for social media platforms featuring members and events
- Act as an ambassador of 312 Main and its mission

Assets

- Knowledge of local independent cultural, creative, entertainment industries, businesses, entrepreneurs, coworking locations, and service providers
- Experienced in communications and / or social media, content creation
- Graphic Design and/or Photoshop skills
- Personal and/or professional experience with the cultures and communities of the DTES and/or with diverse and vulnerable people
- Understanding and awareness of cross-cultural and inclusive practice, impact of colonization, anti-racism (and a desire to continue learning)
- Understanding and practice of de-escalation and conflict resolution

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.