

## **Job Title: Community Manager Asset Services**

Office: Madrid

Type of contract: permanent work contract

Salary: Regarding professional experience

Start date: Immediate

### **THE ROLE**

#### **Goals & Objectives**

Illustrate CBRE's core values and strive to achieve our mission. Create and lead the Community Management Strategy amongst tenants to achieve the following:

- Creation of a collaborative environment amongst our members through events and personal introductions.
- Ensuring that building is fully operational and processes are running smoothly.
- Driving growth and promotion of CBRE-provided service offerings.
- Maintaining company standards and expectations.
- Managing events and engagement KPI's in the building.

#### **Duties & Responsibilities**

- Community Management & Events.
- Create and implement annual marketing plan in the building.
- Organize and lead monthly meeting amongst tenants.
- Manage and coordinate all building events and services and communicate with central and third party support to ensure highest level of member satisfaction.
- Develop community initiatives designed to create connections between tenants and users, including overseeing events, electronic and print communications, and building walkthroughs.
- Meet with tenants to resolve issues, networking activities and other issues of complexity.
- Oversee events to ensure there is a good balance of educational, tenant appreciation, and brand events related to sponsorship action & events in the building. To review for adequate procedural safeguards for the protection of tenants and building.
- Seek opportunities to engage tenants to discover and discuss companies' objectives, i.e. using tenant service assistance as an opportunity to learn more about companies, companies' business and any other needs companies may have.
- Identify opportunities and act on them to connect companies in the building.
- Design and implement rules, guidelines and best practices for the community to optimize user experience.
- Recommend best practices, including but not limited to: community management, brand events, events, training, and tenant experience on a company-wide level.
- Explain CBRE policies and procedures to tenants.

#### **Business Development**

- Take responsibility for sales and community dynamics.
- Lead tours for VIPs.
- Engage in the larger community of the market by attending events and networking with local start-ups and organizations.
- Manage and maintain relationships with vendors and landlords.

### Building Management

- Make recommendations CBRE team on any repairs, maintenance, or updates required in your building.
- Analyze tickets by area to identify and resolve issues presented, i.e. insufficient cleaning staff, malfunctioning conference room equipment, etc.
- Manage digital content including but not limited to digital signage and app.
- Produce comprehensive quality control reports that allow all stakeholders to improve tenant experience.
- Review all base building documents to ensure the data is updated and accurate.
- Review daily reports and work with team to finalize weekly and monthly reports that outline community.

### Experience & Requirements

- College graduate with a four-year degree.
- Customer service and sales and event organization experience required.
- Must have strong verbal and written communication skills (essential fluent Spanish & English).
- Exceptional organizational and multitasking skills.
- Demonstrate integrity, dependability, responsibility, accountability, self-awareness, work ethic, and empathy.
- Passion and understanding for entrepreneurial communities.
- Passion and understanding for CBRE's mission and values.

### **TO APPLY**

Send your cv to: [josefa.ramos@cbre.com](mailto:josefa.ramos@cbre.com) subject: **COMMUNITY MANAGER ASSET SERVICES MADRID.**