

## Our Mission

Interoffices provides fully **furnished and serviced offices, workplaces, co working spaces and meeting rooms**, in addition to extensive facilities management, **far-reaching technology** and a large portfolio of **specialized support**. Our clients are multinational companies, independents, corporates, starters, small & medium sized companies and mobile professionals/business travelers. Becoming a client of Interoffices means participating in a community driven by entrepreneurship. A community we like to serve with **an offer of great value for a correct price**.

The Interoffices network just opened its 10<sup>th</sup> location and we will be adding more new locations in 2017. We like to see our customers as members of the greater Interoffices community.

## Who are we looking for?

**We recently opened a brand new Business Center and Co working space near the European Parliament in Brussels. We have it up and running, now we are waiting for you to join and manage it!**

A first experience in the general reception services or the hotel industry can be a plus, but is not mandatory. But this also could very well be your first job!

As the Office Manager and **candidate Community Manager**, you will be judged essentially upon the following criteria:

1. Perfect presentation and excellent hospitality attitude
2. Trilingual: professional Dutch, French, English
3. Your ability to develop outstanding client relationships

## Your main responsibilities

### *MANAGE YOUR COMMUNITY*

As the Community Manager, you ensure an impeccable delivery of all services:

- You are the Primary contact for all your clients and guests. Nothing makes you happier on a daily basis than a satisfied client or guest. You are eager to go the extra mile for your community at any given moment
- As a Community Manager, you are a true master in hospitality: you ensure a warm and professional welcome for all clients and visitors, day after day, delivering a great first impression with a big smile and maintaining the reception area to look professionally at all times
- You accompany our guests to their offices, desks or meeting rooms and assist them in a professional way
- You are proud of your venue and you keep it neat, in a great shape and ready to show or use at any time. Nothing escapes your attention when it comes to keeping the welcome area, offices, desks, common areas and meeting rooms in a perfect condition

- You are the extension and at the same time the face of our clients businesses: guest reception, mail management (postal and packages), call handling, simple administrative support, lunch ordering, daily floor checks, kitchen, drinks & snacks machine, copy point, meeting room
- You are proud to build and maintain a perfect client relationship by dealing with all client enquiries immediately: your community members can focus on their business while you manage all their daily office operations

#### *MANAGE YOUR MEETING ROOMS*

- Manage booking, set-up of rooms
- Manage catering request, refreshments, coffee break and equipment
- Ensure a professional welcome and accompany the visitors

#### *GENERAL MANAGEMENT TASKS*

- Responsible for the day to day operation of the health and safety policies at the Centre.
- Preparing client move in and move out procedures
- Ensure general filing, update of procedures and invoicing preparation
- Assisting with sales enquires and viewings
- Managing/creating new phone lines in IP Web Office Manager
- Understand and comply with all relevant company procedures, rules and agreements
- Respecting instructions and directions as communicated via email and notice boards.

#### **Your profile and skills**

- Perfect presentation and strong hospitality skills, including a calm and flexible attitude in high pressure situations
- Trilingual (written and oral): ability to communicate perfectly in Dutch, French and English
- Excellent interpersonal skills: you just love to help your customers in their daily operations
- Ability to multi-task in a demanding environment
- Good knowledge of Word, Excel, PowerPoint, Outlook
- Genuinely care for your community: assisting with any problem or issue which can occur and resolving it in a timely manner
- Dynamic person embracing change and strive for excellence
- Strive to achieve results and targets

#### **Why should you apply for the job?**

Did you notice that your impeccable presentation, languages skills and human interest are more important to us than your diploma? We are looking for that person who is motivated by serving the community. The difficulty is not in the job, but in delivering the same operational excellence, day after day.

We are a young, fast growing company with an experienced management team. You will be in good hands, with plenty of opportunities to take on more and more responsibilities.

And of course, we offer an attractive salary, good secondary conditions, a lot of empowerment in the way you perform your tasks and a quite some independence. Up to you to accept the challenge!

Send your CV and motivation to:

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