

Job Title: Community Associate

Founded in 2018, Campus X is now the most vibrant tech ecosystem in Bulgaria, powered by smart, like-minded experts, entrepreneurs, and innovators, eager to share their expertise and help each other on the way to global success. Our members are our inspiration, as long ago we've learned that building a cohesive, collaborative, and supportive community is the only sure key to large-scale success.

We are a small and very dedicated team, and we are currently looking for an enthusiastic and seasoned professional to help us **enhance our member experience** and **foster a positive and productive community atmosphere**.

For this role, you must be passionate about building and developing communities – creating a safe space where the members can foster genuine relationships and interact in a hassle-free manner.

What you will be doing:

- Greet and welcome members, guests, and visitors in a friendly and professional manner.
- Answer phone calls, taking messages or forwarding calls as necessary.
- Maintain a tidy and organized front desk area.
- Assist members with inquiries, provide information about the Campus X amenities, and address their needs promptly.
- Manage member check-ins and check-outs, ensuring accurate records are maintained.
- Handle mail and package distribution, keeping accurate records of incoming and outgoing deliveries.
- Monitor and report any facility issues to the Facility Manager
- Manage access keys for members and guests
- Communicate important announcements, updates, and events to members through various channels.

How this role can contribute to your development:

- You will be joining a team of highly motivated, smart, and open individuals with a history of successful management of complex teams, functions, and oversight of results in dynamic sectors, all united by a shared vision.
- You will have access to a rich selection of trainings, books, and learning materials.
- You will enjoy a thoughtful benefits program that includes:
 - An additional day off for your birthday.
 - Flexible working hours.
 - Additional health insurance.

What will make you successful in this role:

- Relevant, progressive experience in a fast-paced environment.
- Previous experience in a customer service role is preferred.

- Demonstrated ability to manage multiple competing priorities simultaneously and drive projects to completion.
- Previous experience in community and event management, working for startups, or related is a plus.
- A strong passion for and understanding of entrepreneurial communities.
- Demonstrated ability to build trusted relationships across a diverse range of stakeholders.
- High-level ethics, empathy, and dependability.
- Fluent written and verbal communication skills in both English and Bulgarian.

Want to join our team? Click the "Easy Apply" button or email us at careers@campusx.company with a CV to get the application process started.