



JOB DESCRIPTION

CoWork Ambassador

POSITION TYPE: Part time - \$15/hr

WORK LOCATION: Central Michigan University Research Corporation, Multiple Great Lakes Bay Region locations. Headquarters in CoWork RC Midland.

POSITION SUMMARY:

The CoWork Ambassador ensures a clean, welcoming, and professional coworking environment while providing exceptional support to members and guests. This role includes maintaining facility operations, assisting with meeting room setups, tracking supplies, and promoting CMURC's entrepreneurial culture through tours, events, and marketing efforts. With a focus on customer service, this position plays a key role in fostering community engagement and member satisfaction.

JOB REQUIREMENTS:

EDUCATION

2-year's qualifying experience or education, AND a positive, high energy, hardworking attitude.

SPECIFIC DUTIES:

Progress the vision of CMURC and facility related plans. Responsibilities include, but are not limited to:

- **Customer Service:** Provide exceptional front desk customer service, troubleshoot and problem-solve facility challenges, and escalate issues to the on-duty supervisor as needed. Foster a welcoming entrepreneurial culture, assist members with their needs, and encourage community engagement.
- **Facility Maintenance:** Perform general cleaning duties (sweeping, mopping, vacuuming, dusting, polishing surfaces), clean and sanitize common areas (kitchenettes, meeting rooms, cowork spaces), empty and dispose of trash and recycling bins, clean windows, mirrors, and glass surfaces, and maintain cleanliness of office equipment (printers, copiers, telephones).
- **CoWork Management:** Reset meeting rooms as needed, ensuring they are ready for use with appropriate furniture arrangement and equipment setup. Monitor and replenish supplies (e.g., printer paper, cleaning products, coffee) as needed.
- **Marketing & Community Engagement:** Assist with recruiting new members by effectively communicating the benefits of joining CMURC's community. Offer facility tours to potential members and visitors, showcasing the space and its amenities. Advocate for CMURC's message and engage with the community through social media, newsletters, and in-person interactions.
- **Event Support:** Assist with setting up and cleaning up after events and meetings. Send personalized invitations to potential members for Open CoWork/Impact Days and other CMURC events.
- **Data Entry & Administrative Support:** Perform general data entry tasks and assist with inventory management. Handle mail delivery and ensure proper sorting and distribution to relevant team members or members.



- **Task Completion:** Complete assigned tasks according to the task list and collaborate with other team members to ensure smooth operations.
- **Additional Duties:** Perform other duties as assigned by the cowork coordinator or other team members.

INTERNAL: Will work under and closely with the Management and Executive Team but will also align with the broader direct and indirect CMURC team.

EXTERNAL: Will interface broadly across a wide spectrum of business and association staff at all levels. This will include current clients, potential start-up companies/associations, other regional colleges and universities, other private sector enterprise incubation centers, entrepreneurial projects & private sector businesses.

POSITION REQUIREMENTS and DEMONSTRATED SKILLS/KNOWLEDGE:

- Prior experience in commercial cleaning or janitorial services preferred.
- Strong attention to detail and ability to work independently.
- Excellent time management skills with the ability to prioritize tasks effectively.
- Good communication skills and the ability to interact professionally with coworkers and members.
- Knowledge of cleaning chemicals and proper handling procedures preferred.
- Flexibility to work non-traditional hours if required, including evenings and weekends

TECHNOLOGY:

- Calendar and Email: Microsoft Outlook
- Customer Relationship Management System: Salesforce
- Microsoft Office Suite: Excel, PowerPoint, Word

CENTRAL MICHIGAN UNIVERSITY RESEARCH CORPORATION (CMURC)

CMURC is a professional coworking space with accelerator programs focused on product and strategic development for entrepreneurs to positively impact the economy in the Great Lakes Bay Region. It brings together local, regional and statewide partners to accelerate the success of entrepreneurs, growing businesses, and jobs by leveraging the resources of Central Michigan University, the Mount Pleasant SmartZone, and the Michigan Economic Development Corporation's 21st Century Jobs Trust Fund. Learn more about CMURC at www.cmurc.com.

The Central Michigan University Research Corporation is an equal opportunity employer and is committed to equal opportunity without regard to race, religion, color, sex, age, national origin, citizenship, disability or any other basis of discrimination prohibited by applicable local, state or federal law. In addition to compliance with federal EEO statutes, the Central Michigan University Research Corporation complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including but not limited to the following:

- Recruitment, hiring, placement, transfer, promotion, and demotion
- Training, development, and educational assistance
- Compensation and benefits
- Educational, social, and recreational programs
- Discipline



- Termination of employment.

Employment decisions, subject to the legitimate business requirements of the CMURC, are based solely on the individual's qualifications, merit, behavior and performance.