

# JOB DESCRIPTION

## Community Manager

Ho Chi Minh City, Vietnam

Full-time

### Job Description

Our Community Managers are the face for Dreamplex for their location. Their role is leading member engagement and retention through personal and creative means, including:

- Creating a fun, positive, and welcoming environment for members and guests at Dreamplex
- Building relationships and communication with members regarding all aspects of membership process and tenancy with Dreamplex location
- The strategy and delivery of events and gatherings at Dreamplex locations
- Building relationships and negotiate with local vendors and suppliers to maintain/improve and implement high quality, relevant, and desirable amenities and facilities to members; manage inventory and stock
- Management of community team for member communication, scheduling, reporting, data & analytics, strategies, ideas
- Liaison among fellow community managers and reporting and strategy with head management
- Building relationships and coordination with landlord, location agencies, local government to adhere to building standards and regulations
- Coordination with neighboring departments including sales, marketing, accounting, HR, IT, and projects for member contracts, invoices, digital marketing calendar, studio availability, meeting room bookings, etc.
- Managing and monitoring budget and long-term strategy and business plans
- Overseeing project management, including but not limited to renovation, facility upgrades, and potentially new site development
- Starting and finishing projects and instructing team on delivering personalized service
- Flexibility to work across all locations, at varying time schedule

- Networking within the local community and relevant business contacts to seek and attract member events and other relevant contacts
- Complying with, embracing, and curating Dreamplex culture and inner community, collaboration and open communication

**Requirements:**

- Hospitality and guest relations/retail and consumer services
- Facilities management
- Budget and finance adherence
- Open communication, bubbly, genuine care for people
- Ability to think on your feet, think critically and creatively
- Equal ability to work autonomously and on a team
- Good time-management, priority setting, deadline achievement

If you are interested in working with us, please email your CV to [join@dreamplex.co](mailto:join@dreamplex.co)