



## **Community Manager**

### **Who are we?**

Tink Tank is a provider of beautiful, high-quality and inspiring workspaces for teams of all sizes, with a focus on Corporate Coworking: Corporate teams, entrepreneurs, freelancers, growing start-ups, service providers etc.

We offer flexible membership options, services and benefits to our members so they can nurture their businesses in a workspace that is a professional community.

We focus on innovative and state-of-the-art workplaces for a high quality convenience and support system so that our members can focus on their growth and development.

With dedicated team-spaces, flex and fix workplaces, and drop-in options, in an inspiring and community-driven location, we are welcoming members from all industries.

We believe that collaboration leads to new & better ideas, increased work accuracy, improved productivity and the creation of more innovative solutions. True innovation can only prosper within an environment of collaboration and diversity. Working together in a community is the only healthy way to growth and happiness. We believe that sharing equals learning and life-long learning is the basis for a happy life.

Therefore, we create a true innovative community and ecosystem where we connect, inspire and enable people to come together in a true collaborative environment.

### **We are hiring!**

Are you a people-person who is both tech-savvy and loves communicating? Energetic and a big smile on your face? Tink Tank is looking for a Community Manager (m/f) who loves to work and play hard.

This full time position is based in Heidelberg and will report directly into the Founder of Tink Tank. The community manager is an integral part of our space and is basically the heart and soul.

The main responsibilities include (not limited to):

- Be the community's "go to person" and make it unique and collaborative – both internally and externally
- Establish a strong network of members by one-on-one socializing, events planning and networking efforts

- Establish the presence of the Tink Tank brand in Heidelberg
- Assist with creating an amazing customer experience within our community
- Solve members-related issues
- Ensure that the location is fully operational and processes are running smoothly
- Preserve the highest level of service to our members and visitors
- Coordinate an on-going effort with operations and maintenance of Tink Tank
- Take on an active role in the growth of the Tink Tank community
- Conduct tours for visitors
- Constantly look for new offers and benefits for our growing community and convey the message to the members

Experience & minimum qualification:

- Demonstrated service experience – sales, customer support, call center, hotel or any other service-oriented background
- High level of English
- Experience in marketing writing, social media etc

Critical competencies for success:

- Customer centric and a people's person
- Getting the job done! Practical, creative, fast thinker and able to deliver
- Multi-tasking and being able to communicate with different type of members, stakeholders and visitors
- Knowing the ecosystem – being familiar with start-ups, thought leaders, meet-up networks within the city of Heidelberg
- Can translate trends to actionable ways to anticipate customer and market needs

**Interested in more?**

Contact:

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