

Office Operations Associate

Department: Workplace Experience & Operations

Company Description:

We are experiencing the greatest global shift in the world of work. The traditional paradigms of an “office space” and “how people work” are being replaced by new expectations. We are on a mission of challenging the *status quo* and helping progressive teams thrive under a hybrid reality.

We have made it our mission to understand what genuinely matters. We are introducing a workplace where humans can be more productive, innovative, connect better, and flourish; an extended work environment that meets the needs of hybrid work, by bridging the gap between physical and digital, including intentional spaces that provide further purpose to the workplace.

We are a small team, with big ambitions, and therefore, we are nimble by design. Our decision-making process follows this luck, as we’re always on *beta*. You’ll join a team of talented people where your voice will be heard and where you’ll have the opportunity to get things done, while creating a knowledge base that improves our internal processes.

Do you want to join the mission?

General Description:

We are seeking a highly organized and proactive Office Operations Associate to join our team and ensure the smooth day-to-day operations of our workplaces.

Responsibilities

- Assist in the execution of day-to-day office operations, which include:
 - Client-facing activities, like:
 - Onboarding new clients, providing orientation and support during their integration into the community.
 - Addressing inquiries and requests, providing a positive member experience.
 - Providing visitor support before and during their visits for a seamless experience.
 - Operating different services such as food & beverages, wellness programs, among others.
 - Planning, setting up and coordinating events and activities for the STAK community, clients, collaborators, or business partners.
 - Collaborating with team members to create and implement office guidelines and procedures.
 - Promoting office guidelines and procedures.
 - Communicating and keeping the community up-to-date on issues related to the building, safety, services offered, and office best practices.
 - Vendor-management activities, like:
 - Procurement and servicing coordination:
 - Quoting/Bidding
 - Communication/coordination around servicing/provisioning
 - Managing and/or helping coordinate support staff, including:
 - Cleaning staff
 - Maintenance staff
 - Back-office processes such as:
 - Developing routines and/or ensuring compliance by support staff
 - Inventory management related to food & beverages, cleaning & office supplies
 - Cost Management, by procuring

- Budget compliance and
 - Optimization of office operations to obtain cost efficiencies
- Assisting in access control registries, as required, to keep our user databases up-to-date and functional.
- Office management responsibilities, such as:
 - Ensuring equipment and collaboration tools are in good order and working condition.
 - Handle mail and package deliveries
 - Collaborating with team members to create and implement office guidelines and procedures.
 - Assisting in complying with government safety and licensing regulations
 - Assist in planning, setting up and coordinating Contingency Response protocols
 - Setting up and participating in emergency response trainings
- Rotate among our different locations within the city, based on a predefined schedule, while also remaining flexible, to provide on-site availability and follow-through for our clients and our evolving operational needs.

Qualifications:

- Previous experience in office management, hotel customer service, or similar operational roles is highly desirable.
- Being comfortable complying with routines, checklists and budgets.
- Service-oriented disposition: A tendency to empathize with client needs and a genuine intention to resolve the issues at hand with a sense of urgency and care.
- Self-management: Strong organizational skills to continually reprioritize your day-to-day activities and projects.
- Multitasking abilities: Ability to switch activities constantly and thrive in a fast-paced and dynamic work environment
- Detail-oriented: You notice little things and fix what is often overlooked.

Key traits to succeed in our work environment:

- Team player: You are open to listening to different points of view and supporting decisions made for the good of the mission. You enjoy contributing to the team's success and helping others achieve their deliverables.
- Modesty: You approach tasks and interactions with modesty, recognizing the value of others' contributions and prioritizing the team's success over individual acclaim or agenda.
- Self-Demanding: You hold yourself to high standards, demonstrating a strong sense of excellence and a relentless drive for achieving outstanding results.
- Open-Minded: You enjoy brainstorming sessions and encourage intelligent discussions of alternative and unconventional approaches.
- Adaptability: You thrive in a fast-paced and dynamic work environment.
- Growth Mindset: You embrace the unknown with a can-learn and can-do attitude.
- Meritocrat: You allow your achievements to speak for themselves, consistently meeting concrete goals and driving your career development based on merit.

This role reports directly to the Office Operations Coordinator.

We offer

- **Market-rate compensation** based on relevant experience.
- A hybrid work dynamic, based on the nature of your role and duties.
- **Breakfast** and **Lunch** at the office, plus unlimited **snacks** and **beverages**.

If this role resonates with you, we'd love to meet you, so please send your resume to jointheteam@stak.mx