



## Candidate Job Description

Job Title:	Community Associate
Location:	Cluster of Centres within a City
Reporting To:	Area Manager

### **ABOUT REGUS**

Regus is helping to change the way the world works by leading the workplace revolution. We are the clear number one player in the rapidly growing, global flexible workplace market. We provide convenient, high-quality workplaces, for any period of time. We are the only provider with significant and growing national networks which provide an unrivalled global reach. We support our customers with the right workplace at the right price, in the right location, every time. We currently operate in over 100 countries, 900 cities and 3000 centres. We still think of ourselves as a high-growth start-up, just one that's been around a while, indeed our Founder is still our CEO.

Our primary focus is to meet the needs of our customers and to provide them with the most helpful, advanced products and services they need, to grow their business. This year, we are opening over one centre every day – that is over 20% growth in just 1 year. We are also investing substantially in innovative 'incubator' businesses such as express centres, pilots with leading international hotel chains, service station centres, hubs for entrepreneurs and tie ups with educational institutions. These are innovative ideas to give our customers the opportunity to work when they want, where they want. There is no other company in the market with our offering and we have an amazing platform for continued growth.

### **The Role:**

**To look after every customer in your community professionally**

#### **Regus People**

You thrive working with a team of people and make customers a priority

#### **Customer Service**

You are well organised and ensure customer requirements are delivered

#### **Quality and Standards**

You take pride in making sure each centre you are in runs to Regus standards

#### **Communication**

You are a great communicator and resolve or escalate customer issues quickly

### **ABOUT YOU**

Whilst the skills and experience you have gained in life and your career are important we recruit based on attitude and behaviours as these are what define great performers at Regus. To be successful in this role you should be;

- Bright
- Motivated
- Enthusiastic

- Customer focussed – enjoy working with them and solving their problems.
- Determined and resilient.
- Ambitious.

If you have all of these attributes, then the Community Associate role is one you will be good at and enjoy.

### **WHY US**

We achieve our outstanding results through our people. Our ability to recruit, train, promote and retain top quality talent is one of our core strengths and has been fundamental to our long term growth. It is our entrepreneurial, dedicated, customer focused people who are making business happen. They are behind our fantastic success and incredible growth. They are driving us forward as we define the future of work.

We recruit ambitious, driven people who bring new ideas that improve our services. If you are energetic and can deliver outstanding results, we will give you the opportunity to build a rewarding and successful career.