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Community & Member Experience Manager at Common

New York City · Full Time

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Job Description

Common is seeking a Community Manager to manage our growing community of members in New York City. Community at Common is all about improving the member experience and encouraging our members to "live life in common."

About Common

Common offers flexible shared housing that makes it easy for people to find a place to live in major cities. Building a selective network of housing communities in top U.S. cities, Common connects vetted members with secure, flexible and inviting places to live within communities of their peers. Headquartered in New York City, Common was founded by General Assembly co-founder Brad Hargreaves in early 2015.

Common partners with real estate owners and investors to purchase whole vacant buildings in emerging neighborhoods, adapting them for flexible, higher-density use. By doing this, Common is addressing the fundamental supply and demand issues that underlie housing in major cities today. Common recently opened the doors for its largest Brooklyn property in Williamsburg in early May 2016.

About the Role

At Common, we're not here to dictate what the community looks like, but rather facilitate and support our members to create organic community among themselves. In this role, interpersonal skills are key, and tasks will include budget management, overseeing our NYC House Leaders (members in each of our homes who have taken on a leadership role), new member onboarding, high level programming and event support, resolving member disputes, and collecting and triaging feedback about the member experience.

This role will report directly to the Director of Community and will be our first NYC Community Manager. Our hope is that this person will be instrumental in helping us build out the NYC community team.

QUALIFICATIONS

- You smile easily, hug warmly, and you put people at ease. Interpersonal skills are a must in this role.
- You know how to create a welcoming, positive vibe. People should love spending time in your world.
- You keep your cool in stressful situations and are not afraid to dig in and problem solve.
- You are operationally savvy, with a knack for project management and planning.
- You are not afraid to bring people together in creative and unique ways.
- You know how to ask for help when you need it.
- You have 3-5 years experience in hospitality, community organizing, and/or events management.

Compensation
 \$45K – \$70K
 0.005% – 0.01%
 Visa Sponsorship
 Not available

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