



Sales and Community Lead

Company: Azma Coworking Space

Location: Ngong Town, Nairobi, Kenya

Employment Type: Full-time (Base Salary + Performance-Based Commission)

Reports to: Founding Director

Introduction

Azma is an inspiring coworking space located in Ngong Town designed to serve freelancers, entrepreneurs, and remote workers. Our mission is to provide accessible, professional, and community-driven workspaces that enable creativity, productivity, and growth.

We are looking for a Sales and Community Lead who will be a key part of our founding team. They will be as passionate about building a community as about driving business growth. The Sales and Community Lead is responsible for the day-to-day coordination of Azma's coworking space. This includes ensuring smooth operations, delivering an excellent customer experience, providing basic tech support, and overseeing the facility.

Core Responsibilities

1. Sales & Revenue Generation

- **Lead Conversion:** Own the sales funnel from start to finish. Respond to digital inquiries quickly, conduct high-energy tours, and close membership agreements.
- **Performance-Based Growth:** Proactively work toward monthly occupancy targets for hot desks and meeting rooms.
- **Brand Ambassadorship:** Identify and engage with potential members in the Ngong business community to grow the Azma ecosystem.
- **Member Retention:** Ensure a 5-star onboarding experience for new users to maximise long-term retention.

2. Operational Excellence & Facility Management

- **Daily Hub Management:** Oversee daily activities, ensuring the space is secure, orderly, and professional at all times.
- **Service Standards:** Greet, register, and onboard every visitor. Manage meeting room and call booth booking calendars to ensure zero friction.
- **Cleanliness Oversight:** Supervise third-party cleaners with an obsessive eye for detail. Ensure workstations, lounges, and the kitchenette are always pristine.
- **Procurement:** Manage the inventory of office supplies and consumables to ensure zero downtime.
- **Record-keeping:** Maintain records of visitors, feedback, petty cash, and facility incidents.
- **Vendor Liaison:** Coordinate with building management and external vendors for repairs and facility maintenance.

3. Technical Concierge

- **Member Tech Support:** Assist users with WiFi connectivity, printing, and simple troubleshooting to ensure they stay productive.
- **Equipment Readiness:** Perform daily checks to ensure projectors, video conferencing tools, and hardware are functional and ready for use.
- **System Reliability:** Monitor and manage internet backups to guarantee uninterrupted service for members.
- **Event Tech:** Support the technical execution of events, workshops, and networking sessions.

Specific Skills & Education

- **Education:** Diploma in Hospitality Management, Business Administration, or Marketing/Public Relations.
- A Bachelor's degree is an added advantage.
- **Experience:** Minimum one year in hospitality, premium retail, or a similar customer-facing sales role.
- **Technical Literacy:**
 - Ability to troubleshoot basic hardware and networking issues.
 - Proficiency in Google Workspace and basic social media platforms (Canva/Instagram).

Desirable Qualities

- 1- 3 years of experience working in coworking spaces or shared office environments, or experience in hospitality, retail or customer-facing sales.
- Demonstrated ability to work independently and take initiative.
- Creative, enthusiastic, and community-minded.
- Flexible and adaptable in a dynamic work environment.
- Punctual and reliable with a strong sense of responsibility.
- Maintains a high level of confidentiality and discretion.
- Excellent time management and ability to prioritise tasks.
- Professional demeanour and ability to remain calm under pressure.
- Strong attention to detail and environment with a proactive approach to problem-solving.
- Ability to work collaboratively with a diverse group of users and vendors.
- Flawless written and spoken English.

Compensation & Motivation

- Competitive monthly base salary with a transparent, percentage-based incentive for every new membership signed.
- **Career Trajectory:** Opportunity to grow into a Senior Operations/Regional role as Azma expands.

How to apply

Apply online: <https://forms.gle/9McC6cyEUQ7RYvKYA>