



# Assistant General Manager (AGM)

Location(s): Augusta  
Position Type: Full Time

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## WHO SHAREDSPACE IS LOOKING FOR

SharedSpace is currently looking for a morally and professionally responsible Assistant General Manager with strong organizational skills and a positive attitude, who is intrinsically motivated for the overall success of SharedSpace Augusta. Additionally, we are looking for someone who is well connected in the Augusta community to help build and develop relationships within the local community and leverage that knowledge to drive sales and member acquisition. The Assistant General Manager/General Manager is the public face of the company for Augusta and is responsible for working with the Regional Manager, President and CEO to ensure SharedSpace's involvement in the local community, as well as, the Augusta business community's involvement in SharedSpace.

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## WHAT YOU WILL BE DOING

### Community Outreach & Culture

- The Assistant General Manager is responsible for implementing Sharedspace's [cultural](#) approach that emphasizes member satisfaction, quality service, member support, continuous improvement in operational efficiency and member services, along with key [employee retention](#), personal development and growth.
- The Assistant General Manager is responsible for the devising and working with the Community Manager and Assistant Community Manager to execute local marketing strategies to generate leads, including; best practices for operations required in running the space, best practices for proper outreach and follow up with potential clients, as well as the overall SharedSpace vision and attitude.
- The Assistant General Manager is responsible for scheduling and implementing quality and engaging content for community networking events, as well as gauging member satisfaction with the space and programming with satisfaction surveys or face to face meetings.
- Secondary responsibilities include "maintaining awareness" of the competitive landscape, potential new member organizations Sharedspace an engage, new industry developments and standards, as well as working with the Regional Manager, President and CEO when dealing with trade associations, and state and local government organizations.

### Office Management & Financial Reporting

- The Assistant General Manager is responsible for conducting quality sales tours and diligently following

up with potential leads and storing relevant information in our CRM. It is also imperative that the Assistant General Manager keep their specific location looking “move-in ready”, by ensuring that all spaces are clean and organized.

- The Assistant General Manager is responsible for overseeing the overall daily operations of their specific location. In essence, ensuring that Sharedspace’s weekly, quarterly, and annual operational goals for their location are met, and that customer specific data is uploaded and maintained across various softwares.

### **Managerial Responsibilities and Customer Support**

- The Assistant General Manager is responsible for resolving member issues with professionalism and patience, as well as acting as a liaison with the facilities and building management to ensure that all member issues and requests are resolved in a timely and professional manner.

- The Assistant General Manager is responsible for providing strong leadership for the community and assistant community managers at their location, ensuring that all short and long term goals, plans and strategies are met in a timely fashion and that their progress is tracked in a collaborative work software; e.g: Trello/Notion/Asana/etc.

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