



UBC^{UK} Limited Job Description

Job Title: Business Centre Manager (BCM)
Responsible to: National Operations Manager

Main purpose of the role:

To provide overall management of the business centre or centres. The BCM is responsible for ensuring customer service excellence is provided at all times and creating a dynamic working environment that will attract new business and retain the existing clients.

To support the company mission through day to day activities. The company mission is *“to be renowned as the first choice for flexible serviced office space, business support and meeting facilities”*

Personal Profile:

Outgoing, enthusiastic, honest and confident individual who possess the following attributes;

- Passionate about customer service constantly striving to improve performance
- Excellent communication skills, both written & verbal
- Demonstrates customer led thinking in creating a dynamic working environment
- Ability to up sell and cross sell where possible
- Very strong negotiator, with a proven track record of success
- Excellent leader with experience in coaching and mentoring
- Confidence to interact with a range of clients and colleagues up to board level
- Creative approach to problem solving, often thinking outside the box
- Proactive approach to the working environment with flexibility to adapt to changing demands
- Professional attitude and appearance
- Extremely well organised
- Fully competent in the use of MS Office with experience of CRM and billing software packages

Key Responsibilities

- Account management of the clients the centre to establish strong and beneficial relationships
- Manage the day to day needs of existing clients ensuring delivery of exceptional high customer service
- Deal with customer complaints to a satisfactory resolution
- Responsible for the renewal and development/expansion of all clients within the centre
- Increasing the revenue opportunities through strong product sales and renewal negotiations
- Responsible for the monthly billing and client invoicing process



- Responsible for the debt management and recover all outstanding monies from clients in timely manner
- Monitor, record, analyse and report on activities relating to occupancy, debt and renewals.
- Line manage and develop the Customer Service Assistant(s) for the centre
- Ensure centre complies with all aspects of current Health, Safety & Security regulations
- Manage the suppliers to the business centre and tender/renew contracts where necessary
- Provide facilities management for the business centre
- Ensure the centre complies with company standards on visual inspections, renewal performance, service revenue performance, debt management and business administration
- To promote the business centre and UBC^{UK} Ltd, locally through business networking and generating business referrals.
- Network with clients to build strong relationships and generate referrals
- Drive and maximize service revenue through up selling and selling variable services to clients
- Conduct centre tours for prospect clients, when needed to support sales.

Key Competencies:

Competency

Key Action

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|-----------------------------------|--|
| Proactive | Ability to anticipate client requirements |
| Initiative | Takes action, initiates customer service |
| Energy | Maintains high productivity/activity level |
| Customer Service Orientation | Takes steps to insure customer satisfaction, responds to inquiries in a timely manner. Able to handle difficult situations |
| Teamwork/Collaboration | Supports team goals, cooperates and demonstrates positive attitude toward others |
| Team Management | Demonstrates ability to manage a team. |
| Planning/Organizing | Sets priorities, Establishes objectives/milestones, schedules activities effectively. |
| Formal Presentation/Communication | Thinks on their feet, professionally presented |
| Work Standards | Sets high performance standards for self and the organization, performance demonstrates value for |



quality, completes and submits timely and accurate reports

Motivational Fit

Has a positive upbeat attitude toward work. Reliable. Professional manner. Flexible and calm under pressure