

Flourish Customer Experience Internship
4 Month Internship Beginning August 2022
20 Hours Per Week, At Least One Hour Per Week Day

Company Overview

Flourish Coworking Space is a women-owned and operated coworking space, located in West Chester, PA. Flourish is a space for entrepreneurs to *grow* their business, spark *productivity* and *collaboration*, it makes you feel inspired and offers a sense of community that so many entrepreneurs miss while working from home. Flourish isn't your typical work office, our space is filled with plants, pups and cozy spots to set up for the day. Our team works closely to support one another and deliver the best coworking experience to our members. You can learn more about Flourish [here](#).

This internship offers students an opportunity to gain exposure to the inner workings of what a Customer Experience role looks like in real life. It is a four month internship beginning August 2022. The internship requires at least twenty hours per week, at least one hour per week day with a schedule assigned by the company prior to hiring. As the Customer Experience Intern, you will have the responsibility of assisting in the management of daily operations and executing the business development of the Flourish Coworking Space. You will be one of the faces of our West Chester, PA location and connect with members on a daily basis. The Customer Experience Intern will work directly with the company's Founder and team members. We will provide the resources necessary to succeed, and encourage growth through empowering feedback to develop your skills and knowledge. Students that are creative and know how to take initiative will thrive in this position.

Who Are You?

Self Motivated You are driven, enjoy a challenge, and are proud of the work you deliver. You exceed in prioritizing and executing multiple assignments in a timely manner.

Naturally Curious You are innovative, think critically when given an assignment, and have an impeccable attention to detail.

Solution Oriented You are creative and consider all resources until you've found the best solution. You are always looking for ways to be more efficient and productive.

Positive Energy You are charged with energy to get work started and you maintain a positive outlook throughout the day.

Team Player You are supportive, reliable, and have a willingness to learn from others. You enjoy being friendly and connecting with coworkers.

Role & Responsibilities

- Member based involvement including covering the front desk and building, greeting members, solving member related issues, managing member expectations, guiding tours, following the new member initiation process.
- Implement community initiatives that are designed to connect members and enhance member satisfaction.
- Assist in organizing a variety of events to ensure there is a good balance of educational, member appreciation, local business support, Flourish branding, and sales-related events.
- Event preparation, coordination, assistance, and take down.
- Assist in membership sales, and enhancing the community space.
- Drive community growth through membership outreach.
- Collaborate with team members for engagement with prospective members in the community and networking with local start-ups and businesses.
- Participating in training and education provided by Flourish Coworking Space, on subjects pertaining to customer relations and marketing strategies, software, and creative media.
- Assisting the team and space with any administrative or coworking needs.

Education & Experience

- Must be pursuing higher education
- Related work experience is preferred
- Experience using Adobe, Canva, and other graphic design programs is a plus
- Proficient in G-Suite, Word, and Excel
- Understanding of latest consumer and marketing trends

Why Flourish?

- Female empowered, diverse working environment
- Ability to work at the Flourish Coworking Space in West Chester, PA
- Where what you'd like work attire
- Join a young and passionate group of female entrepreneurs

Application Instructions: Please send your resume and cover letter to laura@flourishcoworking.com. Examples of your work are not required but may also be included in your email. Your own social media marketing may be used as a work product.