

## Community Manager, Center for Neighborhood Innovation

Cross Street Partners (CSP), a for-profit, mission-oriented, multidisciplinary real estate company based in Baltimore City, seeks to hire a **Community Manager** for a new co-working space and initiative operating out of the Hoen Lithograph Campus. The Community Manager will be integral to the launch and operations of **The Center for Neighborhood Innovation (CNI)**, a new place-based initiative and *innovation center* inspired by some of Baltimore's leading social entrepreneurs, non-profits, service providers, researchers, and community members. Internally, this person will be the go-to problem-solver, sounding board, and support staff for our members, managing day-to-day operations, membership, programming, and facilities. Externally, this person will be the face of the CNI, acting as an informed and enthusiastic representative for the community, identifying and attracting potential members, partners, and funders for member initiatives.

### ***About the Center for Neighborhood Innovation***

Inspired by community feedback as a collaboration between existing tenants, The Hoen Lithograph campus is now "The Center for Neighborhood Innovation" (CNI) - a new model for neighborhood transformation. The CNI convenes an interdisciplinary group of social entrepreneurs, non-profits, researchers, and community members focused on addressing the primary issues facing distressed neighborhoods.

The CNI offers a place-based model with a four-pronged approach to addressing neighborhood challenges:

**1. *Inspire Interdisciplinary Collaboration:***

The CNI houses private office space for interdisciplinary social innovators. Co-locating these individuals, in combination with frequent capacity-building, networking, and educational events, will encourage collaboration that was previously impossible.

**2. *Advance Best Practice Research and Programs:***

CNI tenants are encouraged to advance new public policy initiatives, launch new community programs, and develop new models for community revitalization that can be **measured** and **replicated** in other neighborhoods.

**3. *Scale-Up Non-Profit Service Delivery:***

Non-profits and service providers located within the community they are committed to serve, are better positioned to identify direct links between their services and the needs of that community. Concurrently, community members can more easily identify, access, and help shape programs.

**4. *Connect the Community to the Innovation Economy:***

The CNI is a gateway for community residents to connect with the innovation economy, providing multiple entry points:

- **Professional:** The CNI's workforce development programs provide community residents the training they need to access quality, career-track jobs within the innovation district
- **Social:** The CNI's hang-out spaces, cafes, and events space embrace community residents, supporting both planned community programming and spontaneous social encounters

### ***The Community Manager Will Be Responsible For...***

- **Creating a Welcoming and Supportive Environment**  
serving as the face of Center for Neighborhood Innovation to both members and guests
- **Managing the Day-to-day Operations of the Community**  
maintaining consistent and seamless hospitality, business support, and technical experience for members and guests
- **Maintaining a Consistent and Engaging Programming Calendar**  
with a robust selection of social, learning, networking, and community engagement opportunities attracting both internal members and external partners
- **Pursuing Grant Funding for Community Engagement Programming and Internal Initiatives**  
working with local funders to support the non-profit operations of the space and its members
- **Leading the Local Sales and Marketing Efforts**  
optimizing customer relationship management for both current and potential members
- **Overseeing the Facilities of the Shared Amenity Space**  
communicating with property management and staff to maintain cleanliness, stocking, and maintenance
- **Overseeing Membership, Revenue, and Cost-Management**  
Including budget preparation, billing, and communications

### ***Qualifications***

- Minimum 3 years of guest-facing, hospitality, or other relevant service-related management experience, ideally in a coworking, start-up, or multi-unit business environment
- Demonstrated ability in sales, marketing, and customer relationship management
- Experience with non-profit operations, grants, and fundraising
- Excellent verbal and written communications skills
- Knowledgeable with technology systems, advanced MS Office skills, experience operating Room Scheduling and Billing Software a plus
- Ability and excitement to work effectively in collaborative environment

### ***Employment Terms***

- This is a full time, salaried position. Compensation depends on the applicant's qualifications and experience
- CSP offers a competitive benefits packages that includes a 401K plan, medical insurance, and health saving account
- The CNI is located in Baltimore, MD and we expect the person filling this position to be based at the space (or to spend at least ~3 days per week at the office)

Contact: Please send a resume and cover letter to Katherine Phillips, Development Associate, at [KPhillips@crossstpartners.com](mailto:KPhillips@crossstpartners.com)

Cross Street Partners LLC is an equal opportunity employer that celebrates diversity. Our goal is a diverse workforce that is representative of the communities where we work. We strongly encourage candidates from a wide variety of backgrounds to apply.