



JOB DESCRIPTION

Community Ambassador

POSITION TYPE: Part-Time

REPORTS TO: VP of Analytics + Insights

WORK LOCATION: Central Michigan University Research Corporation, Multiple Great Lakes Bay Region locations. Position is onsite and headquartered at CMURC Bay City

POSITION SUMMARY: The Community Ambassador is a hands-on support role responsible for helping maintain the day-to-day operations, appearance, and organization of CMURC cowork and program spaces. This position plays an important role in creating a welcoming and professional experience for members, guests, and partners through facility upkeep, member support, tours, and administrative assistance. The ideal candidate is resourceful, organized, tech-savvy, and comfortable juggling multiple responsibilities in a fast-paced environment. A high level of professionalism, creativity, and customer service orientation is essential.

JOB REQUIREMENTS: 2 years qualifying experience or education, AND a positive, high energy, hardworking attitude.

SPECIFIC DUTIES:

Progress the vision of CMURC space and program memberships. Responsibilities include, but are not limited to:

Facility Operations + Member Support:

- Assist with daily facility operations including opening/closing tasks, mail handling, coffee station upkeep, light cleaning and organization, and meeting room readiness.
- Help maintain a clean, welcoming, and professional environment throughout all cowork and shared spaces.
- Troubleshoot and respond to basic facility and technology issues including printers/copiers, meeting room technology, and shared services.
- Coordinate maintenance requests or vendor support as needed.
- Support sales and recruitment efforts by providing tours, sharing membership and program information, and following up with prospective clients to encourage conversions and retention.
- Support membership onboarding including orientations, access setup, and welcome communications.

122 Uptown Suite 204
Bay City, MI 48708

801 Joe Mann Blvd Suite P
Midland, MI 48642

2625 Dension Drive
Mt. Pleasant, MI 48858

203 S. Washington Suite 260
Saginaw, MI 48602



- Assist with flex space scheduling, invoices, and facility access support.
- Support member engagement efforts by helping promote community perks, networking opportunities, events, and creating a welcoming, connected, and positive cowork experience.
- Provide excellent customer service and support to members, guests, and visitors.

Marketing Support:

- Assist with social media scheduling and basic content organization as needed.
- Capture or organize content for community storytelling and program promotion.
- Support internal signage, event flyers, and other branded materials using templates or basic design tools.
- Help ensure all public-facing materials and spaces reflect a clean, consistent brand image.
- Support internal events by preparing the space, setting up signage or promotional materials, welcoming attendees, and ensuring a professional and engaging environment throughout the event.
- Maintain and enter data accurately into CRM tools to support analytics reporting.
- Additional duties as assigned.

POSITION REQUIREMENTS and DEMONSTRATED SKILLS/KNOWLEDGE:

- Good business acumen
- Strong communication skills, both verbal and written
- Strong organizational skills
- Comfortable working independently and within a team environment
- Strong attention to detail and follow-through
- Basic technology troubleshooting skills
- Ability to adapt in a fast-paced environment

OTHER REQUIREMENTS:

- Must be efficient at utilizing computer-based tools to accomplish tasks.
- Light travel and few nights or weekend shifts.

TECHNOLOGY:

- Calendar and Email: Microsoft Outlook

122 Uptown Suite 204
Bay City, MI 48708

801 Joe Mann Blvd Suite P
Midland, MI 48642

2625 Dension Drive
Mt. Pleasant, MI 48858

203 S. Washington Suite 260
Saginaw, MI 48602



- Customer Relationship Management System: Salesforce
- Microsoft Office Suite: Excel, PowerPoint, Word
- Marketing: Facebook, LinkedIn, Instagram, Adobe, Canva

CENTRAL MICHIGAN UNIVERSITY RESEARCH CORPORATION (CMURC)

CMURC is a professional coworking space with accelerator programs focused on product and strategic development for entrepreneurs to positively impact the economy in the Great Lakes Bay Region. It brings together local, regional and statewide partners to accelerate the success of entrepreneurs, growing businesses, and jobs by leveraging the resources of Central Michigan University, the Mount Pleasant SmartZone, and the Michigan Economic Development Corporation's 21st Century Jobs Trust Fund. Learn more about CMURC at www.cmurc.com.

The Central Michigan University Research Corporation is an equal opportunity employer and is committed to equal opportunity without regard to race, religion, color, sex, age, national origin,

citizenship, disability or any other basis of discrimination prohibited by applicable local, state or federal law. In addition to compliance with federal EEO statutes, the Central Michigan University Research Corporation complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including but not limited to the following:

- Recruitment, hiring, placement, transfer, promotion, and demotion
- Training, development, and educational assistance
- Compensation and benefits
- Educational, social, and recreational programs
- Discipline
- Termination of employment.

Employment decisions, subject to the legitimate business requirements of the CMURC, are based solely on the individual's qualifications, merit, behavior and performance.