



TRIPLE P  
PROJECTS

## About Triple P Projects

Triple P Projects is a privately owned real estate management company that shapes neighbourhoods by future-proofing conservation properties and forging communities.

Borne out of a passion for adaptive reuse, Triple P Projects develops and operates the brands that breathe new life into heritage buildings to shape resilient, sustainable and vibrant neighbourhoods.

Our Ecosystem of Brands:

- Triple P Management – Retail & F&B
- The Working Capitol – Co-working
- Co-Living - Coming Soon!
- Proptech - Coming Soon!
- Placemaking - Coming Soon!

## Community Manager

**We are looking for a Community Manager to join us:**

As the Community Manager you will be responsible for the daily engagement of our tenants, members, partners and community at large. Together with our Operations Team, you will create and deliver the experiences, communications, events and services that serve and connect our tenants, members and community. You will be a catalyst to creating connection and shared experience between our entire portfolio and their end users and patrons – creating an ecosystem bringing people, ideas, businesses, concepts and lifestyle together through Triple P.

**Your main job responsibilities will include:**

### Community

- Create an atmosphere where members enjoy the experience at their Triple P property
- Build, support and promote a strong community that fosters collaboration
- Develop community initiatives designed to create connections between tenants, brands, members, including introductions, partnerships, overseeing events, activations, electronic and print communications.
- Solve tenant and member-related issues to ensure a cohesive community and manage expectations.
- Identify opportunities and act on them to connect tenants/members, identify synergies between companies/brands and facilitate the introductions.
- Design and implement rules, guidelines and best practices for the community to optimize their experience.
- Manage the inventory of on-site supplies, including stationery and member/tenant tools.
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- Carry out the new tenant/member/brand onboarding and move-out process, set up accounts for new members, onboard them onto our systems, provide welcome packets.
- Own the customer journey from confirmation of sale to their move-out/handover
- Any other task that requires work with the members/tenants and for the members/tenants.
- Be the face of The Working Capitol and Triple P, working from the front desk to be reachable and interact with the members
- Prepare monthly & quarterly reporting to management on community-related matters

### Operations

- Liaise with the Facilities Management team regarding community complaints, follow up until they are resolved, communicate with the tenants/members all along.
- Recommend ways to enhance operational matters to increase revenue and reduce operating expenses.
- Ensure the relevant SOPs are maintained and updated regularly to enable consistent and outstanding service delivery, and maximize staff productivity.
- In charge of front-of-house operations and services, ensuring our brand is represented to the highest standard.
- Collects and track all service tickets from members or tenants and maintain a high service standard in terms of quality and timeliness.
- Lead all taking and handing over of premises with our tenants
- Other tasks that might be required related to community and operation (e.g. occupancy management)

### Programming & Partnerships

- Enhance a collaborative community environment amongst our members through programming and events curation.
- Plan, organize and lead programming and events that would benefit our community members, encourage members to participate.
- Identify and forge partnerships that will benefit our community members in terms of perks and add value to TWC.
- Negotiate, roll-out, promote & track these partnerships to the larger community



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**The ideal candidate for this role:**

We are looking for someone with at least 5 years' experience in the hospitality industry, membership club, events or related industries. They will need to:

- Be social and passionate about meeting people, making connections and serving the community.
- Have an entrepreneurial spirit, be proactive and self-motivated.
- Have a positive personality and can-do attitude.
- Be a quick learner who can adapt well in a fast-growing environment while keeping excellent attention to detail.
- Have an interest in the start-up ecosystem.
- Be proficient in computer and software skills.
- Have excellent interpersonal skills
- Have an excellent standard of written and spoken English. Knowledge of Mandarin is a plus

Please see more open positions at [www.triplepgroup.com/career](http://www.triplepgroup.com/career)

*While we are an equal opportunity employer, we are bound by quotas and can only accept applications for this role from qualified Singaporean and PR applicants. Please see more on our hiring process and how to apply below.*