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THE HARLEM COLLECTIVE

1850 Amsterdam Avenue
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The Harlem Collective and Artifact are two business entities of The Upper Group Development LLC which owns two shared office space buildings and several residential buildings in the Upper Manhattan.

Between March 2023 and April 2024 I managed the full-spectrum of operations and all internal/external communications (between and with office members, staff, management, clients, vendors) for two co-working space buildings comprising ninety private office spaces and dedicated desk memberships. As part of that, and in addition to producing the company's operating and technical documentation, I created all advertising content/materials and managed the online/print marketing campaigns for a portfolio of nine additional residential buildings.

Specifically, but not limited to the following, I -

- Managed the occupancy for private office spaces and desk memberships.
- Greeted all visitors and office appointments.
- Created and managed the company's procedural manuals, documentations and marketing materials.
- Managed members invoices (rentals, printing, admin, etc.)
- Opened/closed/canceled/suspended member accounts (Archie app).
- Managed the communications with residential tenants, their maintenance tickets, (Buildium), and documentation such as leases, certificates of insurance, personal IDs).
- Scheduled and conducted all office spaces tours and inspections.
- Scheduled and (when brokers were not available) conducted tours for other commercial spaces owned by Artifact.
- Maintained the company's procedural manuals and operating documents/spreadsheets such as move-in and move-out trackers, Wi-Fi accounts, physical keys (using Google Sheets/Docs/Drive, Airtable and Box.com)
- Managed members and tenants building access codes (ButterflyMX and Latch).
- Monitored the cleaning and maintenance teams' calendars, workflows and performances.
- Ordered and managed office supplies, equipment.
- Communicated constantly with external vendors and suppliers such as IT contractors and internet service providers.
- In line with the above, I maintained office equipment leases and service contracts.
- Scheduled and coordinated conference room usage and meetings.
- Facilitate communication between departments, management, and customers.
- Sorted and distributed mail, manage messenger services and package deliveries including owners correspondence.
- Helped users with Wi-Fi connection setups and with printing, scanning, and photocopying documents.
- Booked broker and future tenants appointments for company owners.
- Managed StreetEasy.com (residential) and Craigslist.org (commercial) listings.
- Monitored security cameras.