



# HOSPITALITY ASSISTANT

Location(s): All  
Position Type: Part-time, Hourly  
Flexible to work occasional evenings and weekends.

## WHAT WE DO

At Roam, hospitality meets functionality. Roam exists for a workforce on the move. We offer flexible month-to-month co-working memberships and provide unique and innovative meeting solutions for small business owners and Fortune 500s. We're on a mission to build an invested community by creating environments where people can focus, collaborate, learn, and socialize.

## WHO WE ARE

Vision: At Roam, we believe the best in each other, want the best for each other and expect the best from each other. We select and invest in servant-leaders who are passionate about hospitality and desire to be a part of something bigger: *renewing and inspiring the way the world does business by partnering in the stories of accomplished dreams.*

Values: See how our values are lived out at [meetatroam.com/careers](https://meetatroam.com/careers)

- **Energy**
- **Personalized Service**
- **Inspiration**
- **Innovation**
- **Generosity**

## WHO WE'RE LOOKING FOR

The purpose of the Hospitality Assistant (HA) is to support his/her workplace team in the execution of all hospitality operations. A servant leader who shares an exceptional work ethic and a passion for hospitality, the HA is a dependable, conscientious team-player who constantly strives for excellence.

The ideal HA thrives in busy, high-energy, customer-facing environments. As a self-starter, he/she takes initiative to ensure the highest quality experience for the customer and puts the needs of the team ahead of his/her own. Motivated to learn and develop both personally and professionally, the ideal candidate is hungry for an experience that allows them to serve others - alongside a fun and caring team, while gaining business know-how in a cutting edge industry. Conversational and engaging, this person can easily connect with others, remains calm and collected under pressure and moves quickly to solve problems in order to serve others better.

## RESPONSIBILITIES

### **Café & Catering Operations**

- Prepare and provide high-quality coffee and beverage and snack service for individuals and groups. Assist in the opening and closing procedures at the cafe. Ensure the cafe and kitchen areas are routinely cleaned, stocked and organized.
- Carry out catering preparation and set-up for corporate meeting clients.

### **Technology & Meeting Room Set Up**

- Prepare corporate meeting clients and members for a productive meeting experience, ensuring IT, audio-visual, and room-setup are highly functioning and ready for our customers.

### **Workplace Environment**

- Take charge in maintaining the cleanliness and organization of the space by: cleaning and straightening meeting rooms, preparing for incoming guests, and monitoring restroom needs and cleanliness. Be available to jump in and support teammates and Roam members as needs arise.

### **Serve & Connect**

- Embody our values of *energy, personalized service, inspiration, innovation, and generosity*, to welcome, engage with, and invest in our members and guests to help Roam accomplish its mission of building an *Invested Community*.
- Actively build camaraderie with teammates.

## EXPERIENCE & REQUIREMENTS

- Hospitality or customer service experience with a strong operational focus.
- Proficient in verbal and written communication.
- Thrive in a fast-paced, high-energy environment while exercising excellent attention to detail.
- Emotionally intelligent & socially aware.
- Assertive, organized, and efficient.

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Working for Roam provides the opportunity to influence a new hospitality brand in the the cutting-edge co-working industry, as we plan to expand nationally.

Interested? Please apply via our Career Page: [meetatroam.com/careers](https://meetatroam.com/careers).  
We look forward to hearing from you!