



ASSISTANT GENERAL MANAGER

Location(s): Galleria
Position Type: Full-time

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 meetatroom.com/careers

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

WHO WE'RE LOOKING FOR

The purpose of the Assistant General Manager (AGM) is to lead their workplace team in the consistent delivery of the Roam hospitality experience to members and guests each day. The AGM serves as the point-of-contact for our corporate meeting guests. Partnering with the Director of Sales and Meeting Coordinator, the AGM communicates the logistics of each meeting with his/her team in order to provide a remarkable experience.

The AGM is a positive servant-leader with a passion for hospitality, and the grit and desire to grow as a leader of people and operations. Combining exceptional work ethic with planning, process, and problem solving skills, the AGM executes Roam's mission to create an invested community. The AGM role is a training ground for future GMs and each AGM is charged with creating emotional connections, remarkable experiences, and fostering inspiring environments. As a result, a Roam AGM is a dedicated self-learner with a passion for development and a hunger for increased responsibility. He/she actively and enthusiastically pursues opportunities to learn the business from the ground up, and is committed to growing his/her management and leadership abilities.

RESPONSIBILITIES

Manage guest relations by partnering with event facilitators, as the on-site point person.

- Lead the execution of guest's events and meetings, ensuring that Roam's standards for A/V and technology, room setup, and catering preparation are met with excellence.
- Serve as the on-site point of contact for meeting planners to ensure Roam's hospitality experience is provided to guests and meetings are executed with excellence.
- Collaborate with Roam's Meeting Coordinator to communicate the logistics of scheduled meetings to the team in order to execute successful events.
- Arrange daily meeting schedule and operations timetable.
- Communicate closely and promptly with all sales personnel to increase efficiencies and revenues.

Lead the day-to-day operations of the workplace to execute a remarkable hospitality experience.

- Ensure members and guests are set up for success with high-functioning A/V in every meeting room.
- Maintain productive and inspiring environments where members, guests, and teammates can get their best work done.
- Manage the cleanliness of the workplace throughout each day.
- Supervise cafe activity: delivering high quality experience and product.
- Manage vendor relationships.
- Manage team schedule: time-off requests, meeting schedule, and operation needs.
- Manage daily financials.
- Oversee coffee bar inventory, supplies, and technology.

Partner with the General Manager to develop and lead the team in creating environments where others can focus, collaborate, socialize, and learn.

- Maintain a collaborative partnership with the GM to implement and communicate all goals, processes, policies, and hospitality initiatives.
- Seek out opportunities to add value to team members as well as member and guests by going beyond the expected and modeling servant leadership.
- Celebrate wins, milestones, and accomplishments by the team and community on a consistent basis.
- Actively participate in opportunities to build camaraderie and relational equity with the team.
- Interview, select, on-board and train part-time Hospitality Assistants.
- Lead team in the day to day execution of hospitality strategy.

EXPERIENCE & REQUIREMENTS

- BA / BS in Business, Hospitality or other related degree.
- Hospitality, retail, startup, consulting or related experience with a strong operational focus.
- Strong communication, financial acumen, organization and project management skills.
- Thrive in a fast-paced, high-energy environment while exercising excellent attention to detail.
- Student of business with a passion and aptitude for management operations.
- Experience leading or being a part of a high performing team and exemplifying servant-leadership.

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: meetatroom.com/careers.

We look forward to hearing from you!