



# COMMUNITY MANAGER

Location(s): Lenox  
Position Type: Full-time  
Reports to: General Manager

## 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 Community Manager (CM) is to serve as an agent and helper for the Roam community, providing the first and final levels of Roam's hospitality experience for our members and guests. Combining exceptional work ethic with interpersonal savvy, time management, and priority setting, the CM acts as an anchor for his/her team. He/She optimizes the experience for others to contribute to Roam's strategy for invested community.

The CM role is one-of-a-kind. He/She loves creating order out of chaos and thrives in busy, high-energy, customer-facing environments. No task is too small and no problem is too big to solve. He/She is able to make quick decisions while remaining calm under pressure. A disciplined self-starter, the CM is highly organized and capable of engaging people with care and compassion while performing administrative tasks with excellence.

## RESPONSIBILITIES

### **Lead front desk operations to provide a remarkable hospitality experience for all who enter our workplace.**

- Greet and welcome all members and guests.
- Ensure that all first time members and guests are familiarized with the workspace.
- Facilitate all member and guests needs in-person, by telephone or via email.
- Manage and monitor the members and guests coming in and out of the workplace.
- Make an impactful first and last impression by maintaining an organized, clean, and professional front-desk operation.

### **Manage member accounts and communication.**

- Set up new member accounts and ensure they are educated on all membership amenities.
- Manage the meeting room booking system by scheduling meeting rooms, servicing needs and live requests such as technology setups and food orders.
- Adjust and manage member accounts as needed, reconciling monthly membership revenue.
- Track key performance indicators and critical business analytics as instructed by managers.
- Implement all goals, processes, policies, and hospitality initiatives as defined by the workplace strategy.

### **Foster relationships and community with stakeholders, members, and guests**

- Partner with the People & Culture team to welcome and onboard new members to the the team.
- Celebrate members, meeting planners, team wins, accomplishments, birthdays, life events, and business achievements.
- Write hand written notes to departing members to express appreciation.
- Invest time in getting to know members and meeting planners, learning their needs and goals and making connections whenever possible.
- Actively participate in opportunities to build camaraderie and relational equity with team.
- Initiate, manage, and invest in vendor and client relationships.
- Seek out improvement opportunities and innovative ways to add value to customers by going beyond what is expected.

### **Reinforce the brand.**

- Ensure marketing collateral and branded elements are ordered, strategically placed and leveraged properly both internally and externally.
- Partner with Marketing to execute monthly member events.

## EXPERIENCE & REQUIREMENTS

- Assertive, organized, and efficient.
- Resolute problem solver.
- Administration, Meeting Coordination, Event Management, or Executive Assistant experience is a plus.
- Excellent written and oral communication skills.
- Hospitality or customer service experience is preferred.
- Proficient in: Microsoft word, Microsoft excel, Mac pages and Mac numbers
- Thrive in a relational fast-paced, high-energy environment while exercising excellent attention to detail.

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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!