



OPERATIONS LEAD

Location(s): Perimeter Center

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

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

WHO WE'RE LOOKING FOR

The purpose of the Operations Lead (OL) is to lead his/her workplace team in the execution of all hospitality operations. The OL is a positive servant-leader with exceptional work ethic, grit, and a passion for hospitality. He/She is a dependable, conscientious team-player who constantly strives for excellence.

Our ideal OL is highly competent, emotionally intelligent, and thrives in collaborative, high-energy, customer-facing environments. He/she has a strong desire to grow with Roam and develop as a leader. 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. Conversational and engaging, this person can easily connect with others, remain calm and collected under pressure, and moves quickly to solve problems in order to serve others better. Above all, the Operations Lead fosters emotional connections with his/her team, members & guests, crafts remarkable experiences, and creates inspiring environments.

RESPONSIBILITIES

Remarkable Experiences

- Execute corporate meetings, ensuring Roam's standards for technology readiness, room setup, catering preparation, and service.
- Partner with the Meeting Coordinator to communicate corporate guests' needs to the team, in hopes of exceeding expectations for the surprise and delight of our guests.
- Direct communication and/or follow up with corporate guests.
- Manage Large Room Event Orders (REOs): ensuring accuracy of financials and inputting into Roam's POS system.

Inspiring Environments

- Our physical environments are a reflection of our brand and our clients. The OL ensures that their workspace is a place where people are both inspired and productive.
- Take charge of the cleanliness and organization of the workplace throughout each day, which includes cleaning and straightening meeting rooms, pushing in chairs throughout the workspaces, monitoring bathroom needs and cleanliness, and helping maintain order in the kitchen.
- Partner with GM to track and prioritize maintenance needs for the facilities team.
- Oversee & drive cafe operations and revenue.
- Manage catering supplies and materials inventory.
- Assist in coffee bar activities, including food/drink preparation and machine maintenance.
- Assist managers in workplace opening and closing procedures.

Emotional Connections

- Actively build camaraderie with teammates, members, and guests.
- Manage and lead part-time Hospitality Assistants as a servant-leader.
- Assist the General Manager in the interview, selection, and on-boarding processes for part-time Hospitality Assistants.
- Partner with the General Manager to schedule team members each week.

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.

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!