



community manager

Team(s): Lenox

Position Type: Full-time

What we do:

Designed to reinspire work and meetings, Roam is a comprehensive work, meet and office solution with seven locations in Metro Atlanta. Month-to-month memberships, private offices and technology-equipped meeting rooms accommodating 2 to 250 people allow small businesses and large corporations alike to work productively and with flexibility in design-enhanced environments.

Who we are:

Our story is centered on a counter-cultural approach to business and a people-first mentality that's activated in our desire to partner with stakeholders through the delivery of hospitality for the purpose of impacting lives.

Learn more about Roam and our culture on our [career page](#).

CM Purpose:

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. While previous sales experience is not expected or required, the CM should be motivated to assist in the revenue growth of our core offerings (membership, offices and meetings) in an "everybody sells" team environment. More than anything, the CM is socially aware and emotionally intelligent - anticipating needs, building relationships, and creating memorable and personalized experiences for clients and team members alike.

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.
- 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.
- Serve as a workspace-solution consultant by touring potential clients.

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.
- Invest time in getting to know members and meeting planners, learning their needs and goals and making connections whenever possible.
- 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 Brand + Marketing to execute monthly member events.

Experience + Requirements

- Assertive, organized, efficient, excellent attention to detail
- Resolute problem solver and multi-tasker
- Excellent written and oral communication, attentive listening
- Thrive in a relational fast-paced, high-energy environment
- Administration, Meeting Coordination, Event Management, or Executive Assistant experience is a plus
- Hospitality or customer service experience is preferred
- Proficient in: Microsoft Office

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