

COMMUNITY FRONT DESK

THE ASSEMBLAGE NOMAD

COMPANY NAME	THE ASSEMBLAGE	EMPLOYMENT TYPE	FULL-TIME
LOCATION	114 East 25th St	JOB TITLE	Community Front Desk
DEPARTMENT	Community	REPORTING STRUCTURE	House Manager

Who We Are

The Assemblage is a community providing co-working, co-living, social and event spaces for individuals interested in personal development, transformation, and interconnectedness.

Please peruse the website below to explore our brand and ethos. Ultimately, we are a community, with homes both tangible and cultural. The Assemblage NoMad and The Assemblage John Street are the first physical manifestations of this community, where our members can develop themselves professionally and personally.

We are extremely passionate about our project, our mission and our ethos. We seek candidates who can bring their unique perspective to this distinctive opportunity.

www.theassemblage.com

Kokua Hospitality is a national hotel and resort management company affiliated with The Chartres Lodging Group. With home bases in San Francisco and Chicago, we manage properties throughout Hawaii, Napa, San Francisco, Chicago, Houston, and New York City. The word "kokua" is Hawaiian for "to serve, assist, cooperate and pursue knowledge." Kokua Hospitality manages operations for The Assemblage and is facilitating the creation and development of this unique community.

www.kokuahospitality.com

Community Front Desk Mission Statement

The Community Front Desk team is responsible for the successful operation, communication, administrative function, and processes of the front desk. This role provides exceptional, unique customer service throughout all interactions with members, including in person, phone, and email communication. The Front Desk team is ultimately the faucet of the house and is thus a vital part of the day to day, minute to minute function of the home itself.

Essential Responsibilities

- Greet members or guests and facilitate check-ins while providing prompt and courteous service
- Thoroughly complete all transactions ensuring every step of the process is followed
- Communicate with various departments regarding special requests or member concerns
- Maintain up to date working knowledge of amenities and daily programming
- Maintain knowledge of all emergency procedures and company policies
- Communicate all pertinent information to management and across other Community departments
- Answer the telephone in a professional manner and assist members with any requests or questions
- As needed, support Sales Team by assisting with the execution of tours to potential members
- Help maintain a clean, pleasant work space at the front desk for both team members and members
- Actively facilitate member crowd sourcing
- Provide a warm, welcoming environment for all
- Perform other related duties as asked, especially administrative and office related tasks

Qualifications

- E2+ years of providing exceptional customer service
- Excellent verbal and communication skills
- A desire to own the customer service experience
- Organized, detailed, meticulous, driven to follow through
- Innovative and proactive approach at all times
- Exceptional interpersonal skills
- Ability to work effectively while exemplifying hospitality in a fast-paced, multi-tasking environment
- Available to work a flexible schedule including mornings, evenings, weekends & holidays

Benefits

- Paid holidays and personal time off (PTO)
- Excellent benefits upon your second month of employment including medical, dental, vision, EAP, and 401K
- Technology and expense reimbursements
- The Assemblage Membership program

Equal Opportunity Statement

The following statement, with respect to Equal Employment Opportunity, confirms and continues our established position: The Assemblage operated by Kokua Hospitality is an equal opportunity employer. Kokua does not discriminate on the basis of race, color, age, sex, religion, ancestry, national origin, mental or physical disability, marital status, military status, sexual orientation, or any other characteristic protected by law.