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Executive Resident Experience Concierge

Thoughtful Service, Naturally.

ROLE	WORK SETTING	SCHEDULE
EREC	Multifamily communities	Varies by assignment

THE OPPORTUNITY

Support consistent front-desk service across assigned residential communities by coaching concierges, coordinating with onsite teams, and stepping in at the desk when coverage is needed.

WHAT YOU WILL DO

- Coach concierge team members on resident service, professional presence, and property-specific procedures.
- Visit assigned communities to observe service, review handoffs and desk logs, and identify follow-up needs.
- Support new community launches by helping teams learn site procedures, resources, and escalation contacts.
- Assist with schedule coverage and provide frontline concierge support when needed.
- Communicate service concerns and recurring issues to operations and property management with discretion.
- Follow up on coaching and service issues so the next shift and the onsite team know what to expect.

WHAT YOU BRING

- Experience in concierge operations, residential hospitality, or a comparable service setting.
- Experience coaching or leading a team and giving constructive feedback.
- Strong judgment, clear written and verbal communication, and dependable follow-through.
- Ability to work across assigned communities and adapt to different property procedures.

HOW SUCCESS SHOWS UP

- Concierges understand expectations and know where to turn for support.
- Community launches and shift transitions are organized and well communicated.
- Property teams receive timely updates and consistent front-desk support.

THE LOBBY STANDARD

People Who Care. Prepared to Serve. Professional Presence. Community Ready.

TRAINING AND READINESS

Selected team members complete The Welcome, role-specific preparation, required compliance learning, and a Property Ready milestone before assignment. All employment offers are contingent on required screening, including a criminal background check.

HOW TO EXPRESS INTEREST

Email **welcome@lobbyandrow.com** with the role title in the subject line and include a current resume or a brief summary of relevant experience.

Lobby & Row is committed to a respectful and inclusive workplace. Employment decisions are based on role requirements, qualifications, performance, and business needs, without unlawful discrimination.

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