L / R

Resident Experience Concierge

Thoughtful Service, Naturally.

ROLE	WORK SETTING	SCHEDULE
REC	Multifamily communities	Varies by assignment

THE OPPORTUNITY

The Resident Experience Concierge supports the everyday rhythm of a multifamily community through warm resident interactions, a polished front-desk presence, sound judgment, and dependable follow-through.

WHAT YOU WILL DO

- Welcome residents, guests, vendors, and prospects with warmth and professional presence.
- Support front-desk operations, package and delivery activity, amenity coordination, and resident requests.
- Learn the community, its procedures, resources, and daily priorities.
- Document concerns and incidents clearly and notify the appropriate onsite contact.
- Protect resident privacy and handle community information with discretion.
- Partner naturally with onsite teams while representing The Lobby Standard.

WHAT YOU BRING

- Genuine service mindset, strong communication, and an instinct for being useful.
- Dependability, sound judgment, and comfort working independently.
- Professional appearance and the ability to remain composed during changing priorities.
- Experience in hospitality, multifamily, residential services, retail, or another people-facing setting is valued.
- Ability to use common workplace technology and follow community-specific procedures.

HOW SUCCESS SHOWS UP

- Residents and guests feel acknowledged and supported.
- The desk remains organized, informed, and ready for the next interaction.
- Requests are followed through and important information reaches the right person.
- The onsite team experiences the REC as a dependable, thoughtful partner.

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.

44679 Endicott Drive, #3125, Ashburn, VA 20147 | 571-517-9124 | lobbyandrow.com