



Career Posting – Lodgic Workplace Concierge

Lodgic Everyday Community is searching for a Workplace Concierge to partner with the Workplace Manager to cultivate and enhance the overall member and guest experience in Lodgic Workplace.

Lodgic Everyday Community

Lodgic Holdings Inc., dba Lodgic Everyday Community, is a wholly owned subsidiary of Moose International, one of the world's largest and oldest fraternal orders.

Over the next few years, 50% of America's workforce will be self-employed, freelance, or remote working in some capacity. The traditional work-life balance has changed; work and home are no longer separate and managing responsibilities to both has become a juggling act.

Lodgic Everyday Community was conceived in response to this dramatic change in the national workforce and changes to the lives of modern families. Lodgic Everyday Community:

- is the nation's first-ever destination uniting flexible coworking and offices, state-licensed drop-in childcare, meeting and event spaces, and all-day food & beverage under one roof.
- is designed to support and empower modern working families, entrepreneurs, mobile professionals, and whole communities to thrive in their aspirations; and
- delivers an uplifting, service-oriented, collaborative, hospitality-forward experience that serves the modern worker's need for flexibility and support in key areas of life and at all times of the day.

At Lodgic Louisville, users are welcome to plug in when they want, how they want, leveraging just one service area or all:

- Lodgic Workplace is membership-based, designed to serve a variety of coworking needs for solopreneurs, small businesses, remote workers, or anyone who wants a creative, energizing, design-driven, hospitality-forward professional environment where they can enhance their productivity, enrich

their professional network, and enjoy professional support and hosting services not otherwise available to today's on-demand workers and small businesses.

- Lodgic Kids Camp is enrollment-based drop-in childcare for children 12 months to 12 years, open to any parent who wants the best of both worlds: a high-quality, fully licensed, play-based learning environment and the flexibility of only paying for the care they use, with extended hours on nights and weekends, plus hourly and weekly package pricing available.
- Everyday Kitchen is a full-service, polished casual restaurant optimized to compete effectively in the overall Louisville dining market with a modern American comfort food menu centered on the restaurant's showpiece open-flame spitfire grill, plus creative takes on classic cocktails. A daytime café also provides a coffee and juice bar and a wholesome menu of fresh-made sandwiches, salads, pastries, and all-day breakfast.
- Lodgic Events provides gathering spaces to host meetings, presentations, parties, and memorable catering or cocktail events.

Lodgic Everyday Community is designed as a scalable multi-unit brand poised for national growth. The first location opened in Champaign, IL in 2018, followed by Lodgic Madison, WI, in June 2020. Our third location will open in Louisville, KY in Winter of 2020.

For more information, visit lodgic.org.

Workplace Concierge

Our Workplace Concierge will be cultivating and enhancing the experience of potential, existing, and past members by providing a hospitality-forward guest experience and a smooth operation of the Workplace.

The Workplace Concierge will support, regularly communicate with, and build relationships with all members and manage all aspects of the members' Lodgic experience. They should know the members' names, personal conversational details, and be able to describe in brief what the member's professional work is. The Member Concierge will serve as a networking hub for members looking to find collaborations and services that other members in our space may provide.

Core Job Responsibilities

- Actively greet and engage with guests and members to drive sales, grow contacts and leads, upsell the Lodgic experience and memberships, and maximize every opportunity to drive revenue across the property
- Promote the culture, values and mission of Workplace; be a Lodgic brand ambassador
- Identify and pursue all opportunities to upsell within the space, including direct-to-desk dining, event bookings, products, and upgrades
- Actively build relationships of value between members and Lodgic by creating membership networking opportunities and introductions
- Provide site tours to potential members and event guests
- Discuss membership options, amenities and tour potential guests through the space highlighting the different vibrant areas that make up Lodgic Workplace
- Offer and support amenities and services including direct-to-desk food and drink, rentable lockers, printers/copiers, mail services, gather rooms, front administrative support, and assist in technology and AV support, and any additional services that support and enhance guest experience
- Maintain order and exceptional cleanliness in all areas of Workplace
- Manage communications with members, drafting and designing correspondence on behalf of Workplace with appropriate Lodgic Leadership oversight
- Generate daily social media content on Lodgic Workplace channels
- Create and execute member-focused events and networking opportunities

Duties

- Maintain member contracts, billing, and benefits
- Provide technical support for shared technology, systems, and Wi-Fi
- Collect and share member stories, testimonials, and successes
- Maintain supplies in print/copy/mail, canteen, gather rooms, and Workplace
- Generate and support gather room bookings
- Receive, sort, store, and deliver mail and packages

- Answer calls and direct calls accordingly
- Other duties as assigned

Qualifications

- Minimum two years in Hospitality related industry with some supervisory experience
- Experience with general IT troubleshooting, technical skills
- Computer Skills including Word, Excel, Power point
- Point of Sale (POS) software skills
- Excellent written communication, verbal communication, and organizational skills
- Fluency in creating and posting content for social media platforms
- Ability to work extended hours including nights and weekends
- Ability to conduct site visits and client tours
- Public speaking experience and some graphic design a plus

Benefits and Compensation

- Competitive salary, paid vacation, personal time, and holidays.
- Basic life/AD&D, short-term and long-term disability, and employee assistance program; optional Blue Cross Blue Shield medical (PPO), dental, vision, voluntary life, critical illness, and accident insurance.
- 401(k) retirement savings plan through Voya (safe harbor and company match after one year).
- 50% off shift meal, plus 25% off all non-shift food-and-beverage purchases (up to three guests).
- One complimentary Lodgic Workplace membership
- Lowest published package hourly rate and free enrollment at Lodgic Kids Camp.

Other Responsibilities

This job description excludes non-essential and marginal functions of the position that are incidental to the performance of the fundamental job duties.

Furthermore, the specific examples in each section are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the Lodgic Holdings Inc. CEO or other corporate officers.