

The Workforce Innovation Center is seeking a dynamic and customer-focused Hospitality Guide to join our team. As a Hospitality Guide, you will play a vital role in creating a welcoming and inclusive environment for our visitors and guests. You will be responsible for providing exceptional hospitality services and ensuring a seamless experience for all individuals interacting with our center.

**Responsibilities:**

- **Welcoming and Assistance:**
  - Greet visitors and provide a warm and friendly welcome, ensuring a positive first impression.
  - Assist guests by providing information about the center's programs, services, and events.
  - Offer guidance and directions to various areas within the center.
- **Facility Management:**
  - Maintain the appearance and cleanliness of the center's public areas, including reception, lounges, and meeting rooms.
  - Monitor and restock necessary supplies, such as brochures, refreshments, and promotional materials.
  - Coordinate with the facilities team to address any maintenance issues promptly.
- **Event Support:**
  - Collaborate with the events team to ensure smooth execution of workshops, conferences, and other activities hosted at the center.
  - Assist with event setup, including room arrangement, equipment preparation, and signage.
  - Provide on-site support during events, addressing guest inquiries and ensuring their needs are met.
- **Customer Service:**
  - Respond to inquiries via phone, email, or in-person, demonstrating excellent communication skills and a customer-centric approach.
  - Handle guest complaints or concerns with empathy and professionalism, striving to find appropriate solutions.
  - Maintain a comprehensive knowledge of the center's offerings to effectively address guest inquiries.
- **Administrative Support:**
  - Assist with administrative tasks, including scheduling appointments, managing calendars, and processing paperwork.
  - Coordinate meeting room bookings and ensure proper setup according to guests' requirements.
  - Manage incoming and outgoing mail, including sorting and distribution.
- **Grant Support for T2 Academy**
  - Assist team members with various tasks to help with Grant goals.
  - Familiarize yourself with the Tech Grant, reading through the Statement of Work

**Qualifications:**

- Previous experience in a hospitality or customer service role is highly desirable.
- Strong interpersonal skills and the ability to communicate effectively with diverse individuals.

- Exceptional organizational abilities with keen attention to detail.
- Ability to multitask and prioritize tasks in a fast-paced environment.
- Proficient in using standard office software and equipment.
- Knowledge of workforce development or community-oriented programs is a plus.
- A friendly and welcoming demeanor, with a genuine desire to provide excellent service.

Join our team at the Workforce Innovation Center and contribute to creating an exceptional experience for our guests as we strive to drive innovation and empower individuals in their career journeys. Apply now to be a part of our dynamic and collaborative environment.

We are seeking a dedicated and organized Hospitality Coordinator to join the City of Refuge HUB Center team. As a vital member of the Job Placement team, you will play a pivotal role in ensuring the success of our students' life transformation journey.

Key Responsibilities:

- Prepare and schedule classrooms for various educational programs and workshops.
- Maintain facility cleanliness and orderliness to create a conducive learning environment.
- Manage mail room notifications and distribution to ensure efficient communication.
- Act as a warm and welcoming greeter for all students, fostering a supportive and inclusive atmosphere.
- Contribute to a compassionate and transformative community, empowering individuals through education and support.

This role offers a unique opportunity to make a difference and provide life-changing opportunities for individuals to reach their full potential. Join us in creating a positive impact and fostering lasting change in the lives of our students.

**Please email [Jross@cityofrefugeatl.org](mailto:Jross@cityofrefugeatl.org) your resume and interest**