

ASSISTANT CONCIERGE



THE DETAILS:

- Location: Remote Friendly—Must be available for regular team meetings and calls
- Schedule: Full-Time, Monday–Friday, 10am–6pm ET
- Start Date: ASAP, ideally Summer 2025
- Compensation: Competitive—Exact rate TBD based on experience
- Benefits: Health Insurance after 3 months
- **Deadline to apply: June 15, 2025**

READ ON IF:

You live for the *WOW*. You don't just want to make someone's day—you want to make their year. You naturally say, "What else can I do?" and your attention to detail is matched only by your ability to connect.

You're a person who believes that a thoughtful call, a handwritten note, or a system that just works can change a client's entire experience. You're not afraid to talk to strangers, sell an idea you believe in, or take the time to really listen—especially when someone's frustrated.

And if you're just looking for something to do between auditions—this ain't it. We love artists (it's in our name!), but we're looking for someone committed to growing with ASH.

THE GIG:

We're hiring a full-time Assistant Concierge to help us deliver next-level care to our studio clients across the country. You'll support our Lead Concierge in building strong relationships, invite new and returning studios into the ASH family, and help co-create systems that consistently spark one reaction: "Wow."

From follow-up calls and handwritten notes to moments of conflict resolution and tech-based marketing support—you'll help us deliver the gold standard of service, with a touch of sparkle.

YOU'LL BE RESPONSIBLE FOR:

Client Outreach & Relationship Building

- Support the Lead Concierge in pre-season outreach and post-event follow-up
- Call and email studios to personally invite them into the ASH experience
- Build trust and loyalty through authentic connection, not canned scripts
- Guide hesitant studios with patience, passion, and clarity
- Proactively identify studios that need a little extra love
- Listen deeply to complaints and feedback, and respond with care and follow-through
- Take creative initiative to resolve problems and win clients back when needed

Creating Systems the *WOW*

- Help build behind-the-scenes processes that make people say, "This was so easy!"
- Set the standard for a 10-out-of-10 customer experience, not just in moments—but across the full journey
- Collaborate on studio-facing touchpoints that surprise, delight, and inspire
- Track outreach and feedback so we can deliver more consistent experiences
- Make magic with the marketing and registration teams to ensure smooth handoffs

Marketing & Administrative

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- Support light copywriting and communication for studio messaging
- Organize studio gifts, follow-up notes, and campaign assets
- Keep client lists, records, and outreach logs organized and updated
- Use tools like Google Suite, shared drives, and digital forms with ease

Registration Surge Protection (During Peak Times)

- Help studio owners register for events when volume spikes
- Respond to phone calls and emails with empathy, accuracy, and professionalism
- Troubleshoot common challenges with registration platforms
- Keep a cool head when it's all happening at once—because you're built for service
- Step in with calm, clear support when things get busy on the frontlines

WHO YOU ARE:

- Highly self-disciplined remote worker (St. Augustine, FL-based is a bonus, but NOT required)
- A relationship builder—you help people feel heard and cared for
- A confident communicator—you can talk to strangers, even sell to them
- Calm in the face of frustration—you know how to turn complaints into compliments
- Systems-minded—you don't just follow processes, you improve them
- Tech-comfortable with Google Suite, Zoom, forms, and digital platforms
- Emotionally intelligent—you know when to step in, step back, or step up
- Organized, deadline-driven, and clear in your communication
- Positive energy, humble attitude, and a sense of humor

WHO YOU'LL BE WORKING WITH:

You'll support our Lead Concierge and collaborate with the ASH Registration and Creative teams. We're a passionate, driven group who cares deeply about the experience we give our guests—and each other. Check out [@artistssimplyhuman](https://www.instagram.com/artistssimplyhuman) or visit www.ashdance.com to get a feel for our energy.

FINAL NOTE

This isn't just about replying to emails or making a few calls—it's about helping us deliver a 10-out-of-10 customer service experience in every moment. If you're someone who makes others feel seen, heard, and inspired to come back again and again—this role was built for you.

TO APPLY:

Follow these directions exactly (yes, really—we're watching): Send an email with the subject line: "**ASSISTANT CONCIERGE – [Your Full Name]**" to tyler@ashproductions.com and attach the following in PDF format:

- A custom cover letter telling us about a time you made someone say WOW
- One example of a message or gesture you created that helped someone feel truly cared for
- A detailed resume

ASH Productions is an Equal Employment Opportunity employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities. ASH celebrates diversity and commits to creating an inclusive environment for all employees and subcontractors. The company's goal is to remove barriers to employment that are faced by racialized

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groups and encourage applicants of all genders, abilities, and ethnic, socio-economic, religious, and educational backgrounds. ASH believes that a team with a variety of perspectives and skills is critical to our growth as an organization, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool. For further information about ASH, please visit www.ASHDance.com