

<https://hiringqueue.us/careers/resy-hospitality-coordinators/>

Resy Hospitality Coordinators

Description

With the right backing, people and businesses have the power to progress in incredible ways. When you join Team Amex, you become part of a global and diverse community of colleagues with an unwavering commitment to back our customers, communities and each other. Here, you'll learn and grow as we help you create a career journey that's unique and meaningful to you with benefits, programs, and flexibility that support you personally and professionally.

At American Express, you'll be recognized for your contributions, leadership, and impact—every colleague has the opportunity to share in the company's success. Together, we'll win as a team, striving to uphold our company values and powerful backing promise to provide the world's best customer experience every day. And we'll do it with the utmost integrity, and in an environment where everyone is seen, heard and feels like they belong.

Join Team Amex and let's lead the way together.

The U.S. Consumer Services Team is responsible for our suite of consumer products, services, and experiences in the U.S., including our premium, cobrand, cash back, and lending portfolios, Membership Rewards, Global Travel & Lifestyle Services, the Centurion Lounge network, our Global Dining and Resy businesses, and best-in-class marketing programs across customer, prospect, and partner channels. The USCS team is focused on making membership an indisputable competitive advantage and helping each other become better leaders every day.

Resy is the American Express global dining platform and sits within the USCS organization. Our mission is to connect the world's best restaurants with the world's best customers through a trusted and innovative global SaaS platform, built on the promise of access and unforgettable experiences.

Resy's SaaS platform offers a wide range of features and functionality, managing reservations and tables, and tracking guest and restaurant data to help restaurants deliver the best hospitality to diners. Diners can discover the amazing world of restaurants thanks to our content-rich website and innovative mobile app. Our diners and Card Members are insiders, and we love having them at the table.

ABOUT THE ROLE:

Our business is growing rapidly and we are looking for additional Hospitality Coordinators to join our team. Working within Resy's Customer Success Org, Hospitality Coordinator's primary responsibility will be to provide outstanding front line service and support to our Resy restaurant partners and Resy app users in order to ensure they are getting the most out of the Resy experience.

- Strong preference for the hired candidate to sit in Charleston, SC*

WHAT YOU'LL DO:

- Answer guest inquiries via email, text, phone & live chat

Hiring organization

American Express

Employment Type

Full-time

Job Location

Remote work from: United States; Canada; Great Britain

Base Salary

\$ 26 - \$ 40

Valid through

31.01.2025

Date posted

April 29, 2025

- Troubleshoot any issues relating to Resy products: Resy Consumer App, ResyOS Restaurant App, Resy Restaurant Web-Dashboard & Resy.com
- Provide top tier support to our restaurant partners, escalating any critical issues to our SR Support Team and collaborating cross-team to resolve
- Educating restaurant operators to raise the level of hospitality they offer through Resy technology
- Assist the implementation team with setting new restaurant customers live on Resy
- Offboard former restaurant customers by communicating final invoice details, scheduling official churn date and documenting feedback for review
- Make phone calls to confirm premium reservations for the Resy Global Access concierge program
- Working on other duties and projects as assigned

WHO YOU ARE:

- Interest in working in a fast-paced hospitality-tech environment
- Exceptional organizational skills, a keen eye for detail, a strong technological aptitude, and the ability to stay calm under pressure
- Mastery of Microsoft Office and MacOS
- Ability/flexibility to work global restaurant hours, including nights and weekends
- Passion for restaurants and the hospitality industry
- Experience working at restaurants
- Working knowledge of reservation-management systems and restaurant operations
- Experience supporting technology for a SaaS business

Resy is committed to Equal Employment Opportunity through attracting and retaining a diverse team of employees and creating an inclusive environment for all. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Salary Range: \$20.00 to \$33.65 hourly + bonus + benefits

The above represents the expected hourly pay range for this job requisition. Ultimately, in determining your pay, we'll consider your location, experience, and other job-related factors.

We back our colleagues and their loved ones with benefits and programs that support their holistic well-being. That means we prioritize their physical, financial, and mental health through each stage of life. Benefits include:

- Competitive base salaries
- Bonus incentives
- 6% Company Match on retirement savings plan

- Free financial coaching and financial well-being support
- Comprehensive medical, dental, vision, life insurance, and disability benefits
- Flexible working model with hybrid, onsite or virtual arrangements depending on role and business need
- 20+ weeks paid parental leave for all parents, regardless of gender, offered for pregnancy, adoption or surrogacy
- Free access to global on-site wellness centers staffed with nurses and doctors (depending on location)
- Free and confidential counseling support through our Healthy Minds program
- Career development and training opportunities

For a full list of Team Amex benefits, visit our [Colleague Benefits Site](#).

American Express is an equal opportunity employer and makes employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, disability status, age, or any other status protected by law.

We back our colleagues with the support they need to thrive, professionally and personally. That's why we have Amex Flex, our enterprise working model that provides greater flexibility to colleagues while ensuring we preserve the important aspects of our unique in-person culture. Depending on role and business needs, colleagues will either work onsite, in a hybrid model (combination of in-office and virtual days) or fully virtually.

Employment eligibility to work with American Express in the U.S. is required as the company will not pursue visa sponsorship for these positions.

US Job Seekers/Employees – Click [here](#) to view the “Know Your Rights” poster and the Pay Transparency Policy Statement.

If the links do not work, please copy and paste the following URLs in a new browser window: <https://www.dol.gov/agencies/ofccp/posters> to access the three posters.