



## **JOB DESCRIPTION**

**Position Title:** Concierge

**Summary:** Meets and greets residents and provides guidance and assistance to meet the needs of residents, guests and contractors.

### **Skill Requirements:**

- ❖ High school diploma or equivalency preferred.
- ❖ Two (2) years of customer service experience preferred.
- ❖ Demonstrates working knowledge of Microsoft Office: Excel, Word
- ❖ Effective written and verbal communication skills.
- ❖ Strong customer service, communication and interpersonal skills required

### **Duties and Responsibilities:**

- ❖ Greet and open the doors (when applicable) for residents, guests and contractors.
- ❖ Respond to all requests in a courteous, professional manner at all times
- ❖ Answer the front desk phone.
- ❖ Maintain control of all keys, including the logging of keys in and out.
- ❖ Announce all visitors to the residents. Keep all visitors at the front desk until permission is received from the unit resident.
- ❖ Exhibit a positive and professional attitude. Be kind and helpful to everyone.
- ❖ Escort/assist resident (s) to and from cars, lobby areas, etc.
- ❖ Proactively assist with packages and groceries.
- ❖ Implement/enforce building access control.
- ❖ Provide additional level of security for the complex.
- ❖ Assist with dry cleaning.
- ❖ Take residents requests for maintenance services. Complete the required documentation.
- ❖ Prevent unauthorized written and verbal solicitations throughout the building.
- ❖ Take control of the lobby, monitor cameras and entranceway.
- ❖ Maintain a clean and pleasant environment.
- ❖ Secure all packages, deliveries, and other items in the designated area.
- ❖ Monitor use and return of carts.

## **Physical Requirements**

- ❖ Capable of working extended hours, to include evenings, weekends and holidays as necessary.
- ❖ Able to see well enough to read faint or partially obscured writing or printing, with corrective lenses if needed.
- ❖ Must be able to speak English in a clear and understandable voice so that various types of communications may be conducted with people of various levels of education and capabilities, to include the exchange and receipt of information over the telephone.
- ❖ Able to work independently and with minimal supervision
- ❖ Position involves sitting, standing, stooping, kneeling, pushing, shoving, lifting, carrying and moving objects that can weigh up to 25 lbs. This movement can occur throughout the day. Must also be able to climb several flights of stairs if necessary.
- ❖ Must be able to interact with all types of individuals, be mentally alert, detail oriented, and with good reasoning skills.
- ❖ Must be able to work in small and confined spaces for extended periods of time.
- ❖ Must have finger dexterity for typing/using a keyboard.

## **Environmental Requirements**

- ❖ Must be able to work on more than one assignment at a time with frequent interruptions, changes and delays. Must be able to remain focused and work effectively, efficiently, and cheerfully under such circumstances. For safety reasons, employee must remain alert to working conditions and aware of safety, health, and environmental concerns.
- ❖ Must be able to work effectively and cheerfully in an environment which may be stressful due to adversarial situations resulting from the proper performance of duties.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**DISCLAIMER: This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties and responsibilities to this job at any time.**