

Position Title	Department	Reports to
Concierge	Concierge	Director of Operations
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Per-Diem <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	

POSITION SUMMARY

The concierge values all customers and is committed to providing information and resources to all. The concierge is the front line face of the organization via phone or in person for all and as such represents the values and ideas that guide us.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Front desk operation
- Interacts and builds relationships with residents, families and their associates
- Answers phones for both external and internal calls.
- Ensure customer needs are met: provide directions, suggest ideas, and assist with needs.
- Greet guests in a friendly and courteous manner.
- Coordinate resident arrangements
- Assist guests with issues in person or by phone
- Provide information on the geographical area.
- Monitor resident whereabouts
- Respond to resident and emergency calls in timely manner
- Coordinates respond times to residents with clinical staff
- Coordinate package deliveries
- Ensure keys are accounted for at end of every shift
- Actively participate in emergency plan program

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Education and/or Experience
 - High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Language Skills
 - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Able to communicate proficiently with others
- Mathematical Skills
 - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

- Reasoning Ability
 - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Computer Skills
 - To perform this job successfully, an individual should have knowledge of Database software, Internet software, contact management system, order processing systems, spreadsheet software, word processing software
 - Ability to use email software
- Certificates, Licenses, Registrations
 - None required
- Customer Service
 - Manages difficult or emotional customer situations
 - Responds promptly to customer needs
 - Solicits customer feedback to improve service
 - Responds to requests for service and assistance
 - Meets commitments
- Communication
 - Exhibits good listening and comprehension
 - Expresses ideas and thoughts in written form
 - Keeps others adequately informed
 - Selects and uses appropriate communication methods
 - Speaks clearly and persuasively in positive and negative situations
 - Listens and gets clarification
 - Responds well to questions
 - Writes clearly and informatively
 - Able to read and interpret written information
 - Varies writing style to meet needs
- Customer Focus
 - Establishes customer service standards
 - Monitors customer satisfaction
 - Develops new approaches to meeting customer needs
 - Promotes customer focus

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.