



Job Description Concierge

Job Code	Job Title Concierge	Department Administration
FLSA Non-Exempt	Benefit Status Full-Time/Part-Time/PRN	Reports to Director of Business Office

Position Summary

Use of strong hospitality focus, serves as the first and central point of contact for service-related issues. Answers resident questions and assists residents in making reservations for dining, travel, in-home service referrals, dry cleaning depository, entertainment attractions, events, etc. as applicable. Develops and delivers personalized service. Answers phone, manages in-house mail center and serves as a general referral source. May be responsible for supporting the sales process and sharing the responsibility of census growth.

Essential Duties

- Screens incoming calls, takes messages and/or forwards calls as appropriate.
- Greets and signs in all visitors.
- Greets and provides directions and/or information to residents, visitors, guests, and vendors.
- Responsible for sorting and distributing internal communications.
- Provides clerical assistance as needed.
- Type letters of correspondence, memorandums, reports, forms, etc.
- Receives event reservations, schedules guest apartment reservations and updates census, resident directory, and other information as directed.
- Responds to Emergency Call System and building alarm system.
- Responsible for periodic interior rounds to ensure building is secure and in good order.
- Received and processes work orders for the Community.
- Manages office equipment and supplies.
- Provides effective and courteous service to all residents, guests, and co-workers.
- Handles resident emergency situations in the absence of the Community Manager.
- In some communities, may have additional responsibilities supporting the sales and marketing functions as follows:

- a. Conducts sales calls by phone, sets appointments with prospects, meets with prospects and/or other families, conducts building tours, performs follow-up.
 - b. Enters data into the lead management system, maintains accurate record of apartment inventory and prospect files.
 - c. Assists the Community Manager with lease signing and move-in procedures, upon request.
- Other duties as assigned.

Basic Qualifications & Experience

- High School Diploma or equivalent
- Working knowledge of multi-extension, multi-line telephone system is required.
- Prior concierge or hospitality experience strongly preferred.
- Energetic, enthusiastic, exceptional communication skills.
- Good organizational skills, follow-up and follow through; must be able to multitask.
- Minimum one-year experience in a business office environment preferred. Strong clerical skills to include knowledge of computer software (Word, Excel, Outlook, and Powerpoint) preferred
- Must be able to read, write and speak the English language.

Working Conditions / Physical Requirements

- Light physical effort required by handling objects up to 20 pounds occasionally and/or up to 10 pounds frequently.
- Sits, stands, bends, and moves intermittently during working hours.
- Is subject to frequent interruptions.
- Interacts with donors, families, volunteers, residents, and numerous other staff members.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, and or qualifications associated with the job.

The employer is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.



Job Description Acknowledgement Concierge

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employees. I have read and understand the functions and requirements of this position. I understand that this is not to be considered an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.
- I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform any of these functions.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of Melody Living.
- I have read, understand, and agree to use this job description as a tool to assist me in my daily tasks.

Employee Printed Name

Date Signed

Employee Signature

I have reviewed this current job description with the above employee.

Manager Signature

Date Signed