



## **JOB DESCRIPTION**

*Concierge*

Effective 1/1/2017

Revised 3/23/24

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**SUPERVISOR: Concierge Coordinator/Business Office Director**

## **POSITION SUMMARY**

The Concierge will be responsible for assisting in meeting the various needs of every resident and handling the multiple tasks associated with the front desk operation in accordance with the mission, established policies, procedures, and guidelines of Arcadia Senior Living.

## **ESSENTIAL FUNCTIONS**

1. Adheres to and conveys philosophy of supporting dignity, privacy, independence, choice, individuality, and a home like environment for Residents.
2. Appropriately and with a friendly voice, Answer and Direct incoming calls in a timely manner.
3. Provide supervision of the front desk at all times.
4. Greet Residents and Guests.
5. Maintain the safety and well-being of all residents.
6. Keep the front desk area clean, organized, and free of debris.
7. Print and insert menus as assigned.
8. Assist guests and visitors entering the building by holding the door, taking packages, giving directions.
9. Assist residents with transportation calls.
10. Dust and clean front desk and surrounding areas.
11. Keep the front door and entrance clean and free of debris.
12. Accept payments for meal invoices, monthly rent, and outside events.
13. Collect and route mail as necessary.
14. Office work: filing, copying, computer input, organizing.
15. Assist Executive Director and Business Office Manager as needed.
16. Take complete and detailed notes in the front desk log.
17. Complete incident reports properly.
18. Maintain and take responsibility of building when working alone.
19. Assist in power outages.
20. Lock/Unlock of building as necessary.
21. Demonstrates knowledge of and follows infection control procedures.
22. Ability to work safely and to recognize potentially dangerous situations.

23. Demonstrates knowledge of and adheres to procedures for fire, life safety, disaster, security, work, safety, and other emergency procedures.

### **QUALIFICATION STANDARDS**

1. Ability to be friendly, positive, professional, and cheerful; interact easily with residents, resident families, visitors, and co-workers.
2. Ability to work in stressful situations, remaining calm and demonstrating good judgment and self-control in emergency and difficult situations.
3. Ability to delegate, give direction and set priorities.
4. Ability to work independently with little supervision.
5. Ability for strong organizational skills, multi-tasking ability, and strong detail orientation.
6. Ability to demonstrate honesty and integrity in the workplace.
7. Able to communicate both oral and written work in English Language.
8. Ability to use tact and diplomacy to resolve conflict.
9. Keeps all information confidential.
10. Maintains acceptable attendance records/follows work schedule.
11. Organizes and utilizes time appropriately toward accomplishing assigned tasks and requires minimum supervision.
12. Displays cleanliness, good grooming, personal appearance, and follows dress code requirements consistently.

### **PROFESSIONALISM**

- Maintain a professional and positive attitude at all times.
- Keep personal problems and negative attitudes at home.
- Resident issues are confidential and not to be discussed outside of work.
- Participation on committees as requested.
- Provides advice to supervisors and employees.
- Regularly required to listen and speak with individuals and groups.

### **PHYSICAL REQUIREMENTS**

- Lifting and moving furniture and equipment with assistance.
- Continuous Standing, using hands, reaching, climbing, and balancing.
- Exposure to heat, steam, smoke, cold.
- Good vision is required.
- Reaching heights of approximately 6 feet and depth of 2 ½ -3 feet
- Must be able to work irregular hours under pressure and stress.
- Must have high level of mobility/flexibility in space provided.
- Be able to lift weight up to approximately 30 lbs.

I understand this position description, its requirements, and that I am expected to perform all duties as assigned. I understand the position duties may be altered from time to time. I have noted below my accommodations that are required to enable me to perform those duties. I have also noted below any position duties that I am unable to perform with or without accommodation.

Employee's Signature\_\_\_\_\_ Date\_\_\_\_\_

Supervisor's Signature\_\_\_\_\_ Date\_\_\_\_\_

Request for Accommodations:

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*COMPANY reserves the right to revise and/or update information in content or application of its policies and/or programs without prior notification.*