A close up of a sign

Description automatically generated

Concierge Associate Job Description

The Concierge Associate will be responsible for creating a hospitable first impression of the community via phone or in person for residents, families, visitors, and potential residents. The Concierge Associate will handle a variety of administrative and sales duties as well as ensuring proper infection control and screenings are followed by all visitors.

Essential Job Duties

* Maintain an excellent customer service relationship with all residents, visitors, and prospects.
* Answer phones distribute messages, accordingly, assist potential customers with information on community, set up tours, correspond with Community Relations Director on all leads and tours.
* Responsible for ensuring the lobby, entry ways, and front desk are always clean and organized. Coordinate with maintenance/housekeeping when needed.
* Schedule patio and indoor plexi glass visits based on HHSC guidelines.
* Monitor visits to ensure visitors are following proper infection control procedures.
* Sanitize COVID visiting areas before and after each visit.
* Monitor community refreshment areas: coffee, water, to make certain they are always stocked.
* Distribute and assist residents with mail and packages when needed.
* Accept service requests from residents and log appropriately.
* Handle grievance complaints presented by residents and communicate to management.
* Support department heads and Administrator with administrative tasks.
* Schedule doctor appointments and drive van to appointments twice a week.
* Perform additional duties as assigned by Administrator.

Requirements

* High school diploma or GED
* Over 18 years of age
* Background clearance as required by government regulations
* Negative TB test result
* Excellent communication skills including the ability to speak, write and read English
* Ability to operate computer, necessary software programs (word, excel, email) scanners, copiers, and fax machine.
* Professional attitude and appearance
* Ability to work as a team in a fast-paced environment

Physical Demands

* Must be able to lift 25 pounds
* Must be able to bend and move intermittently throughout the day and community.
* Must be able to push a resident safely in their wheelchairs
* Must be able to sit and stand for long periods of time

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Employee Name Date

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Administrator Name Date