



## **CONCIERGE (FRONT DESK) POSITION DESCRIPTION**

### **I. POSITION SUMMARY**

The Concierge is a caring and compassionate individual who projects a professional image. The Concierge is responsible for: 1) handling the front desk and all its assigned duties; 2) providing excellent customer service; and 3) supporting the smooth operation of the marketing department.

### **II. SUCCESS FACTORS**

Success factors are the combination of skills, attributes and behaviors that, when applied, produce individual and organizational success.

- Caring and compassionate attitude and the ability to articulate true concern for people
- Strong communication skills to effectively meet the needs of residents, family members, staff members, and potential customers
- Professional appearance
- Commitment to high quality standards and service
- Strong team and leadership skills
- Demonstrated problem-solving skills
- Commitment to continuous improvement
- Demonstrated interpersonal skills
- Effective conflict resolution skills
- Demonstrated passion and Aegis mission orientation
- Respect confidentiality of residents and staff

### **III. POSITION RESPONSIBILITIES**

The following position responsibilities are essential functions of the position. Successful job applicants will be able to perform these essential functions with or without requested accommodation.

- Greet visitors to the Community
- Provide phone assistance
- Make appointments and assist residents in the Community
- Maintain the lobby and bistro areas
- Provide administrative assistance for staff

## **Position Description/Concierge**

- Communicate effectively
- Practice effective team behavior
- Demonstrate effective interpersonal relationships
- Is organized and manages time effectively
- Build resident and family satisfaction

### **IV. KNOWLEDGE, SKILLS AND ABILITIES**

- 1 year or equivalent in customer service industry
- Knowledge of computers, internet, and software applications including Word and Excel
- Skilled in building relationships with residents, staff, and family members
- Ability to work in cross-functional teams
- Must meet all health requirements, including acceptable results on TB screen.
- Must meet State requirements on criminal background check.
- Must be a minimum age of 18 years old.