

CARLTON SENIOR LIVING LLC

Job Description

Job Title: Director of First Impressions
Department: Administration
Reports To: Associate Director/Sales Manager
FLSA Status: Non-exempt
Prepared By: HR Department
Date: March 2016

SUMMARY

Provides front desk support in a Community. In addition to answering telephones, the person in this position often gives the first impression of the community to the general public and to families, and is the primary liaison between residents and their families and the community staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties as may be assigned. Regular and predictable attendance is an essential function of the job.

- Welcomes visitors, family members, clients or customers, and directs them to the proper destination. Obtains initial marketing information.
- Acts as a resource with regard to events and programs being conducted within the Community and arranges for lunch or dinner guests, as well as guests of residents who may be staying in the Community.
- Acts as a resource and problem solver for current residents, guests, family, and staff. In this capacity a high level of customer satisfaction skills are important.
- Answer telephones and directs calls. Takes accurate messages.
- Read and route incoming mail. Locate and attach appropriate file to correspondence to be answered by employer.
- Telephones or writes residents to remind them of appointments.
- Organize and maintain resident files, correspondence, and other records.
- Receives payments for services and records them in computer or ledger.
- Arrange for required equipment maintenance.
- Under direction from the Associate Director, coordinates with the Personal Expressions Director with regard to events taking place within the Community, and supports the Marketing team, helping with promotions, residents communications, and assembly of any printed information.
- Stays apprised of upcoming events, programs or celebrations in order to inform and encourage residents and visitors to attend or participate. Is able to make reservations and arrangements as necessary.
- Maintains the Front Desk area in neat and orderly fashion.
- Dress appropriately per company standards for professional front desk presentation.
- Monitors emergency call lights and alarms, responds appropriately.
- Follow company protocol in response to resident-related health and safety issues.

SUPERVISORY RESPONSIBILITIES:

None.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

- Minimum high school diploma or GED
- Two years experience dealing with the public
- Able to answer phones in a professional, pleasant, courteous and energetic manner; and coordinate Front Desk tasks.
- Must possess a high degree of motivation in the area of customer satisfaction with a desire to serve. Has an appreciation and understanding of the senior population.

COMMUNICATION SKILLS:

- Must be able to read and write using proper English grammar.
- Interact with our customers – including residents, family members, and all staff members – according to the concepts identified by the Carlton Way,

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 U.S. currency.

REASONING ABILITY

- Ability to apply common sense understanding to carry out simple one- or two-step instructions.
- Ability to problem solve using common sense and few resources.

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Operate a multi-line phone system
- Operate two-way Communications Radio (walkie-talkie).

CERTIFICATES, LICENSES, REGISTRATIONS

- Current First Aid Certification
- DOJ and FBI fingerprint clearance must be complete prior to initial presence in the Community
- Health screening and negative TB test (must be less than six {6} months old)

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

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear.
- The employee frequently is required to stand, walk, and reach with hands and arms.

- The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The noise level in the work environment is usually moderate.
- Frequently, the incumbent will be addressing residents with hearing loss.

SAFE WORKING PROGRAM In order to operate all facilities in a safe manner, part of each Associate's job is to do their job in the safest possible manner. The following are guidelines for each person to use as they perform their job.

- Report any accidents, injuries or violations of Company safety rules to your manager or supervisor when they occur, regardless of how serious the situation may seem.
- Obtain immediate first aid, if needed, and complete an in-house "Accident Report" form and, if necessary, an "Associate Claim" form.
- Meet all training requirements regarding first aid and fire safety during the first 90 days of employment.
- Know the fire safety plan. Know the locations of fire alarms and extinguishers and how to use this equipment.
- Follow standard precautions and practice all precautionary measures related to contagious diseases and infections.
- Use good hygiene. Wash hands properly before eating or preparing food and after using the restroom to prevent the spread of germs.
- Exercise precautionary measures when working with and handling chemicals.
- Wear appropriate clothing and shoes for your job.
- Report any unsafe conditions or acts you observe to management.
- Walk, Don't Run – especially in halls and on stairs
- Use and pay attention to warning signs.
- Open doors carefully.
- Keep all hallways and exits clear.
- Be sure that all safety devices on all tools are operative.
- Store all equipment/supplies in their proper place.
- Always use the proper tools and equipment for the job.
- Learn how to lift properly.
- Get a co-worker to help you move heavy loads or assist with residents.
- When driving Company-owned vehicles, don't speed or use a vehicle for any purpose other than performing your job.
- Realize that the workplace is not a place for horseplay and practical jokes as they often result in serious injury.
- When any life-threatening situation occurs, the nearest manager or supervisor should immediately call "911" and provide all necessary information to address the emergency.

ACKNOWLEDGEMENT:

My signature below acknowledges that I have read this job description and fully understand the requirements outlined above. I further verify that all questions I've asked regarding my job have been answered to my satisfaction. I accept the position of Director of First Impressions and agree to perform the identified essential functions in a safe manner and in accordance with the Company's established procedures.

I understand that my employment is at-will, and hereby understand that my employment may be terminated by the company or me at any time, for any reason or no reason.

I further understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants and hazardous chemicals and that the company will provide to me, upon request, instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the Hepatitis B Virus and that the company will make available to me, free of charge, the Hepatitis B vaccination.

Print Name

Date

Signature