

Concierge Job Description

Purpose of Job Position

The Concierge assists in the overall management of the community on a day-to-day basis under the supervision of the Business Office Director or their designee.

Delegation of Authority

As the Concierge, you are delegated the administrative authority, responsibility, and accountability necessary to carry out your assigned duties. This position reports directly to the Business Office Director or their designee.

Job Functions

Every effort has been made to make your job description as complete as possible. However, it does not state or imply that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

MAJOR DUTIES & RESPONSIBILITIES

Administrative Functions

- Answer the phones, greet visitors, and respond to resident needs as able.
- Participate actively in marketing the community to include handling phone and walk-in inquiries as needed.
- Report any noticed changes in resident condition and any incidents promptly.
- Sort and deliver mail to administrative offices and residents.

Admission, Transfer, and Discharge Functions

- Welcome new residents and orient the resident and family of operating practices in conjunction with the Business Office Director or their designee.
- Assist new residents and their families, if needed, during move-in.

Marketing

- Promote a positive image of the community.
- Maintain and report proper documentation of marketing efforts as requested by the Business Office Director or their designee.
- Assist in coordinating tours, special programs, and other events to give exposure of the community to targeted referral sources.
- Responsible for follow-up correspondence of prospective residents and/or families that have shown interest in the community as requested by the Business Office Director.

- Promote team atmosphere within the community to assure teamwork efforts are emphasized in marketing, leasing, evaluating prospective residents and appropriate retention of residents in conjunction with the Business Office Director or their designee.

Personnel Functions

- Follow work assignments and/or work schedules in completing and performing your assigned tasks.
- Perform all assigned tasks in accordance with our established policies and procedures, as instructed by the BOD or their designee.
- Notify the supervisor when you will be late.
- Comply with all attendance requirements.
- Cooperate with resident assistant, culinary and housekeeping staff to assure that services are adequately maintained to meet the needs of the residents.
- Create and maintain an atmosphere of warmth, personal interest, positive emphasis, as well as a calm environment throughout the workplace.
- Meet with your supervisor on a regularly scheduled basis to assist in identifying and correcting problem areas, and/or the improvement of services.

Personal Care Functions

- Provide transportation to and from medical appointments if requested by the BOD.
- Load and unload residents in community vehicles within established safety guidelines.

Special Care Functions

- Carry out scheduled activities as requested.

Food Service Functions

- Offer coffee and beverages to guests.
- Assist in serving residents and guests during meals and social activities, if requested.
- Assist in clean-up of social functions to include removal of all food items and dishes upon completion of activity, if needed. Furniture should be returned to proper location.

Staff Development

- Attend and participate in scheduled training and educational classes.
- Attend and participate in scheduled orientation programs and activities.
- Attend regular continuing education programs.

Safety & Sanitation

- Notify the supervisor of any residents found missing from the community and Implement appropriate response for missing residents.
- Keep floors dry. Clean-up spills immediately.

- Keep excess supplies and equipment off the floor and properly stored.
- Keep residents' personal possessions off the floor and properly stored.
- Follow established smoking regulations. Report all violations.
- Report all hazardous conditions and equipment to the supervisor immediately.
- Report all safety violations.
- Before leaving work area for breaks or at the end of the work day, store all equipment and supplies.
- Wash hands before and after performing any service for the residents.
- Clean, disinfect, and return all resident care equipment to its designated storage area after each use.

Equipment & Supply Functions

- Operate all equipment in a safe manner.
- Use only the equipment and supplies necessary to do the job. Do not be wasteful.
- Maintain copier and fax machines in working condition. Maintain appropriate supply of paper and toner.
- Obtain supply needs from all departments and order weekly from appropriate vendor(s).
- Report defective equipment to your supervisor.
- Inform the supervisor of your equipment and supply needs.
- Maintain entrance, front desk, work room, and center reception area in good condition to ensure professional appearance.

Resident Rights

- Maintain the confidentiality of all resident information.
- Ensure that you treat all residents fairly and with kindness, dignity, and respect.
- Ensure that all care is provided in privacy.
- Knock before entering any of the residents' suites.
- Respond promptly to all grievances and complaints made by residents per company policy.

Working Conditions

- Works throughout the residence.
- Sits, stands, bends, lifts, and moves intermittently during working hours.
- Is subject to frequent interruptions.
- Is involved with residents, personnel, families, visitors, etc. under all conditions and circumstances.
- Communicates with other personnel.
- Attends and participates in continuing education programs.

Specific Requirements

- Must possess the ability to make independent decisions when circumstances warrant such actions.
- Must possess the ability to deal tactfully with personnel, residents, family members,

visitors, and the general public.

- Must possess or be willing to obtain CPR & First Aid certification within the 1st 60 days.
- Must be willing to work harmoniously with professional and non-professional personnel.
- Must have patience, tact, a cheerful disposition and enthusiasm, as well as the willingness to handle difficult residents, and/or situations.
- Must be willing to seek out new methods and principles and be willing to incorporate them into existing service practices.
- Must be creative and be able to adapt programming to resident likes, dislikes and abilities.

Physical and Sensory Requirements (With or Without the Aid of Mechanical Devices)

- Must be able to move intermittently throughout the working day.
- Must be able to read, speak, and write the English language in an understandable manner.
- Must be able to cope with the mental and emotional stress of the position.
- Must be able to see and hear or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.
- Must function independently and have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.
- Must be in good general health and demonstrate emotional stability.
- Must be able to relate to and work with the elderly, emotionally upset, and, at times, hostile people.
- Must be able to lift, push, pull and move a minimum of 50 pounds.
- Must be able to assist in the evacuation of residents.

Employee Acknowledgement

I have read and understand the Job Description for the Concierge position and believe I am capable of completing all the job requirements and assignments listed, as well as, any other duties assigned. If, at any time, I am unable to fulfill these job responsibilities, I understand I must contact the Executive Director immediately.

Employees' Signature

Date

Executive Directors' Signature

Date