

HALLKEEN ASSISTED LIVING COMMUNITIES

Job Title: **Concierge**

Location: **Susan Bailis Assisted Living - Boston, MA 02115**

Hours: **Part Time First, Second, and Third Shift, includes weekend shifts**

Job Summary:

This position is responsible for operating telephone/communication center and serving as the information/referral center for all residents, staff, and departments. It is expected that the person in the role will provide services and support to staff, residents, and department heads in a manner that meets or exceeds community expectations.

Principle Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Answers incoming telephone calls in a cheerful and marketing oriented way, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Fills out Sales Inquiry cards for Community Relations Director.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Answers general questions about the community and provides callers with address, directions, and other information and refers other specific questions to appropriate staff.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Coordinates guestroom reservations.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains copy and fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Performs other clerical duties as needed, such as filing, photocopying, and collating.

- Collects rent checks from residents and family members and provides needed information to Business Office Manager and Executive Director.
- Collects money for meal tickets, etc.
- Follows all protocols of the community and precautions that are set by the company and team.
- May perform other duties as assigned.
- Assist residents with light technical assistance. Example: cell phones, lap tops, and notebooks.
- Assist Residents with scheduling transportation.

Minimum Qualifications:

- High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience.
- Able to read and comprehend simple instructions, short correspondence, and memos. Able to write simple correspondence. Able to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Able to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Able to deal with problems involving a few concrete variables in standardized situations.
- Able to operate: telephone, emergency call system, monitoring board or beeper, photocopier. Able to work various schedules and shifts as needed.

Required Behavior:

- Arrives to work on time.
- Absence and tardiness is minimal.
- Able to demonstrate a high level of service delivery; does what is necessary. To ensure customer satisfaction; deals with service failures and prioritizes customer needs.
- Able to clearly present information through the spoken word; reads and interprets complex information; talks with residents, family members and customers; listens well.
- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Able to work cooperatively with a group of people to achieve goals and objectives.
- Able to be tactful; maintains confidences, and fosters an ethical work environment; prevents inappropriate behavior by coworkers; gives proper credit to others; handles all situations honestly.
- Able to work various schedules and shifts as needed.

- Able to keep an open mind and change opinions on the basis of new information; performs a variety tasks and changes focus quickly as demands change; manages transitions effectively from task to task; adapts to varying customer needs.

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand and to work on hands and knees for long periods of time.

If you are interested in applying or know someone to refer for the position please e-mail resume to Marcos Stadler at mstadler@hallkeen.com